

Using DropChute™

Instant file delivery software

Version 3.01

Instructions for the DropChute family
of software, including:

- DropChute Pro
- DropChute Enterprise
- DropChute Lite



The makers of
HyperTerminal®, included
with Microsoft Windows

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A Glossary

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The DropChute product family is a new breed of software — providing immediate file delivery to anyone — by direct modem connection, through the Internet, or through a corporate intranet. Simply drag files from any Windows folder and drop them on the icon that represents the other person.

There are three products in the DropChute family:

- ❑ **DropChute Lite** — Personal File Delivery Software. This is a free version for personal use. This product gives Internet enthusiasts and home users basic ability to exchange files and chat in real time. DropChute Lite is free for personal use only. While it lacks the business-oriented capabilities of more advanced DropChute products, businesses that find its capabilities adequate or require a low-cost solution may license DropChute Lite for business use.
- ❑ **DropChute Pro** — Business File Delivery Software. A full-featured product for file exchange in business and enterprise applications. DropChute Pro has all the capabilities of DropChute Lite, plus features that are important to business applications. These include user authentication, data encryption, data compression, virus detection, support for automated installation on networks, and more.
- ❑ **DropChute Enterprise** — Professional File Delivery for the Entire Enterprise. A powerful product for automating the flow of mission-critical information in business and enterprise applications. DropChute Enterprise includes all the features of DropChute Pro, and it enables businesses to integrate real-time file delivery with other enterprise activities, such as automated data exchange with remote sites or clients.

In this manual, we collectively call these products DropChute. Where necessary, we point out differences like this:

DropChute Pro

Features that are only in DropChute Pro appear in highlighted sections like this paragraph. They also have the **DropChute Pro** indication in the margin.

DropChute Enterprise

DropChute Enterprise includes all features in DropChute Pro plus additional features that appear in the special section, *DropChute Enterprise Procedures*, on page 3-90. There are a few places in the manual where DropChute Enterprise features appear in highlighted sections like this with a **DropChute Enterprise** indication in the margin.

You can have DropChute automatically connect with the other person and transfer files, or you can queue files for another person to pick up. You can have DropChute

automatically send the other person an e-mail message indicating that files are ready for pickup.

DropChute ensures privacy with state-of-the-art encryption techniques, and it sends data through a secure real-time connection. Ironclad error correction ensures 100% accuracy, and DropChute resumes interrupted deliveries where they left off. Transfers take place with on-the-fly data compression to amplify the throughput of your connection saving time and money. You can send larger files including folders and folder structures faster, easier, and more reliably than ever before. Unlike e-mail, files never rest on mail servers en route (where others may see them), so you know the files arrive when and where they are needed.

If you're an experienced Windows 95, Windows 98, or Windows NT user, you'll have an intuitive feel for DropChute because it conforms to all Windows standards.

What's New in DropChute 3.0

DropChute 3.0 includes new capabilities to improve the security of your file transfers, notes, and both voice and non-voice chat. DropChute Enterprise users now have the ability to schedule file transfers and use DropChute as a service.

DropChute Pro

- ❑ **Use digital certificates for secure file transfer and all DropChute exchanges** — With digital certificates, you can maintain your privacy by verifying the identity of your correspondents and encrypting all data that flows between you and certified correspondents. You can use the same digital certificates that you use for e-mail and web transactions.

DropChute Enterprise

- ❑ **Set a delivery schedule** — This capability lets you defer file deliveries to minimize cost or impact on your network connection. You can also use a delivery schedule to send files when the other person is waiting for calls. Used in combination with auto-delivery folders, you can quickly and easily arrange to send the same set of files to many recipients at different times.
- ❑ **Run DropChute Enterprise as a Windows NT Service** — DropChute Enterprise can run as a service on computers that use Windows NT 4.0 or Windows 2000. When you run DropChute Enterprise as a service, you can have your PC wait for calls or perform other DropChute operations even when no one is logged on to the computer.

About This Manual

DropChute Pro

Your DropChute Pro package includes a CD-ROM (or diskettes) and this *DropChute Pro User's Manual*. This manual should answer your questions as you learn and use DropChute.

Chapter 1, *Introduction to DropChute*, provides a brief overview of benefits you'll gain from the program's features.

Chapter 2, *Installing DropChute and Creating Entries*, includes a description of system requirements for DropChute, how to install DropChute on your computer, and a brief tutorial on how to create a DropChute entry.

Chapter 3, *Common Procedures*, provides a description of how to accomplish tasks you'll need most often. Examples include how to add people to your DropChute Phonebook.

Finally, Appendix A, *Glossary*, defines terms that you may find unfamiliar.

DropChute Manual Conventions

This manual uses a few special symbols and conventions.

Text Conventions

Words and characters shown in **Courier** font are folder or file names. For example, `\dropchute` is a folder name; `office.dcl` is a filename. Key names are shown as `[Alt]`, `[Ctrl]`, `[Esc]`, or `[Home]`.

A special bold font identifies push buttons or key words and phrases found in dialogs. For example, "click the **Settings...** button." In some cases, words and characters in bold also indicate **emphasis**.

Words and characters in *italics* indicate a new term introduced. An explanation generally follows the italicized term. Appendix A, *Glossary*, includes many of the italicized terms. (In this case, as elsewhere in this manual, italics also indicate references to specific chapter or section titles.)

Mnemonic command letters used in menus and dialogs (for example, **E** for **File** menu) appear in bold with an underline to be consistent with the screen displays. References to menu selections appear as **File/Open**. This means that you should select the **Open** menu item from the **File** menu.

Keyboard Commands

Keyboard commands, key combinations, and key sequences are described as follows:

<u>Keystroke(s)</u>	<u>Description</u>
KEY1+KEY2	A plus sign (+) between key names means to press and hold the first key (KEY1) and type the second key (KEY2). For example,  +  means to hold down the  key, type the  key, and then release both the  and  keys.
KEY1, KEY2	A comma (,) between key names means to type the keys in the sequence shown. For example, if you're instructed to type R ,  , you would type the letter R followed by the  key.

Using a Mouse

A mouse is highly recommended for running DropChute. (To drag and drop files without a mouse, you must turn on MouseKeys — a Windows Accessibility option. For more information on MouseKeys and Accessibility options, see your Windows online documentation.) You normally make choices and selections using the standard left mouse button (also called button 1), unless you are using a left-hand mouse or have remapped the mouse to use the right button.

You use the right mouse button (also called button 2) to display pop-up menus. You can also remap this button for a left-hand mouse.

DropChute Help

There are several techniques for obtaining help from DropChute — select **H**elp from the menu bar or press **F1**. Figure 1 illustrates the **H**elp menu you see when you select **H**elp from the menu bar.



Figure 1.
The **H**elp menu lets you display Help about DropChute and on how to use Help.

The **H**elp/DropChute **H**elp menu item displays a **Help Topics** window showing the Contents tab with a list of all Help topics for DropChute. You can also display Help Contents by pressing **F1** from any DropChute window.

The other Help menu items are:

U sing Help	Opens a Help window and displays instructions for using Help.
G etting Started...	Displays the Getting Started wizard that appeared at the end of the installation process.
H ilgraeve on the W eb	Uses your Web browser and default Internet connection to display the Hilgraeve home page. From there, you can get answers to your questions and the latest news about DropChute.
H ilgraeve D iscussion Forum	Uses your Web browser and default Internet connection to display the Hilgraeve discussion forum page. From there, you can access a forum of topics related specifically to DropChute. Anyone can view topics on the forum, but you must register on the discussion forum to post new topics or to reply to other posts.

<u>Register...</u>	Displays the registration wizard. If you register during product installation, you don't need to select this entry.
<u>About DropChute</u>	Displays important information about DropChute, such as the copyright and version.

To locate specific information about DropChute simply click on **Help** and then **DropChute Help**. You'll also find that some Help topics refer to other topics. You can view these related items by clicking on underlined words or phrases. Words with a dotted underline appear in the glossary, displaying a pop-up that disappears when you press any key or click anywhere with your mouse.

For additional information on using Help, see your Windows documentation or **Help/Using Help**.

DropChute also includes "What's This?" Help for all controls in dialogs. To get an explanation about any button, check box, radio button, or entry field, simply click the question mark in the right corner of the dialog box title bar and then click the control you want to look up. You can also invoke "What's This?" Help by positioning your mouse pointer over a control and clicking with your right mouse button.

Hilgraeve Customer Support

If you have a question about DropChute and can't find the answer in this manual or in the DropChute Help system, you can reach us by:

Internet

To send e-mail to Hilgraeve Customer Support via the Internet, use the address: **support@hilgraeve.com**.

You can also communicate with Hilgraeve, and view product FAQs at our Worldwide Web site. Find out about our latest products and product enhancements, send e-mail to Hilgraeve Customer Support, find out more about Hilgraeve, and link to other interesting sites. Use the address: **www.hilgraeve.com**

Hilgraeve BBS

Use HyperTerminal, HyperACCESS, or any other terminal communications software to call the Hilgraeve BBS at (734) 243-5915. You can reach the Hilgraeve BBS through the Internet using telnet access with HyperTerminal Private Edition, HyperACCESS, or other telnet programs. The address is: **HBBS.hilgraeve.com**. Set your terminal type to **ANSI**.

Telephone Support

If you need answers quickly, or simply prefer talking to humans, call (734) 243-0576, between 9:00 am and 6:00 pm Eastern Time. Our Customer Support staff will give you the advice you need to get the most from DropChute. Before you call, please register your copy of DropChute using one of the options listed at the end of the installation process.

Before contacting us, we suggest that you try to duplicate the problem. As you do so, write down each step as well as any error messages you see. So that we can provide you with the best possible customer support, we recommend that you be at your computer when you call, and try to have the following available:

- The version and serial number from the label on your CD-ROM sleeve or on the DropChute diskette label.
- Windows version number. To display it, do the following:
 - a) Click the **Start** button in the task bar to display the start menu.
 - b) Drag the highlight up to (or click on) **Settings**.
 - c) Click on **Control Panel** in the cascade menu.
 - d) When the Control Panel displays, double-click on the System icon. This displays the **General** tab of the System Properties window.
- Computer information — including type and model of computer, monitor, and video card. Amount and type of installed memory are also important.
- Connection information — type of connection (modem, shared port, direct cable, TCP/IP), physical device (for example, COM1, COM2).

- ❑ Modem information — brand and model and any custom settings you've specified.

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Introduction to DropChute

What You Will Find in This Chapter

This chapter provides a brief introduction and overview of the major features of DropChute. You'll find DropChute one of the most exciting new developments in communications applications. It is simply the fastest, easiest, most secure way to send files. Many of its features and capabilities are not available in any other program — that's why DropChute is the first of a whole new breed of instant file delivery software.

DropChute — User Benefits

Among the benefits you'll get with DropChute are:

- ❑ **Learn it easily** — DropChute is easier to learn than other communications programs because it greatly simplifies exchanging files with others. Simply drag files and drop them on icons that represent other people. There's also a special Getting Started wizard that helps you learn how to:
 - ❑ Send files.
 - ❑ Give a free copy of DropChute Lite or an evaluation copy of DropChute Pro to others.
 - ❑ Create a new entry.
 - ❑ Wait for calls.
 - ❑ Set DropChute options.
- ❑ **Use it quickly** — You can simply use a mouse to exchange files with others. You'll find helpful wizards, pop-up (context) menus, and online help available at the click of a mouse button.
- ❑ **Deliver files directly to another user's PC** — Use the Internet, intranet, or modems, and get immediate confirmation of successful delivery. You can exchange files with confidence because DropChute has proven error correction, virus detection, encryption, and compression.

- ❑ **Queue files for pickup** — Select files you want someone else to pick up and drag them to an icon on your desktop or in your DropChute Phonebook. You can also drag files to an open session window that represents the other person. Any way you choose to queue files, you can have DropChute automatically send an e-mail message telling the other person that you have files waiting for pickup. You can also have DropChute automatically deliver files you've queued as soon as the other person connects to the Internet and waits for calls.
- ❑ **Use Internet Rendezvous** — Save long distance charges with this revolutionary new feature by connecting to others through the Internet — even to people who access the Internet by modem and aren't presently online. When they're not online, they can leave DropChute set up to accept direct-dialed modem calls. You can just connect to them by modem, if you like, or use Internet Rendezvous. With Internet Rendezvous, your PC connects to the other person's by modem for a few seconds, then both PCs automatically hang up, and connect with one another through the Internet. It's safe, secure, and hands-free.
- ❑ **Eliminate e-mail attachment problems** — Files come through intact, in their original form. You can even send entire folders and folder structures.
- ❑ **Shatter performance barriers** — You'll get faster file transfers with DropChute. DropChute can transfer files up to five times your modem speed. Hilgraeve products consistently win performance shootouts against other communications programs. You'll save money on connect costs and telephone charges, and you will be able to send larger files than was previously practical.
- ❑ **Save time without zipping** — With DropChute you don't have to zip files before transferring them. DropChute's compression gives you all the performance improvement you'd see from pre-zipping files.
- ❑ **Give free copies of DropChute to others** — To make your life simpler, you can give away copies of a full-featured trial version of DropChute Pro or a free copy of DropChute Lite. Give either of them to all your friends and associates with customized instructions on how to connect to you. DropChute Lite has a few limitations, but it lets your friends and associates exchange files and chat with you and anyone else with any version of DropChute. Each copy of DropChute Lite includes easy upgrade instructions to DropChute Pro. Your friends and associates will quickly see the benefits of owning the full-featured version of DropChute Pro — your transfers will be faster and more secure.
- ❑ **Fend off viruses** — *HyperGuard*TM antivirus technology (US Pat 5,319,776) skirts disaster by warning you instantly if files you download contain any of thousands of known viruses. Its *X-ray Vision* even spots viruses hiding in compressed files. You can download free virus protection updates quarterly.

DropChute Pro

- ❑ **Use digital certificates for secure file transfer and all DropChute exchanges** — With digital certificates, you can maintain your privacy by verifying the identity of your correspondents and encrypting all data that flows between you and certified correspondents. You can use the same digital certificates that you use for e-mail and web transactions.
- ❑ **Choose your level of security** — DropChute lets you choose your level of security depending on your needs and the requirements of your organization. Choose from digital certificates (the most secure), public/private key encryption, password security with or without cryptography, and simple unique name (the least secure). For more information on DropChute security options, see *Setting Security Authorization* on page 3-66.
- ❑ **Expand Zip files on-the-fly** — You can expand Zip files as you receive them. This saves you the trouble of running a program like PKUNZIP or WinZip after you've received files.
- ❑ **Auto-Skip saves time and money** — When DropChute attempts to send a file that has the same date, time, and size as one that already exists on the receiving PC in the Deliveries folder, the two programs exchange information to verify that the files are identical. DropChute automatically skips sending identical files to save connection time and money. Upon completion of every file exchange, DropChute tells you which, if any, files it skipped because there were identical files on the receiving PC.
- ❑ **Chat in real-time** — Use a separate window to chat with the other person using your keyboard or voice. You can chat before, during, or after file exchange.
- ❑ **Voice communications** — All three versions of DropChute include voice communications. You can talk to your correspondent while exchanging files through the Internet, intranet, or modem. Internet users can save telephone charges by talking through the Internet rather than placing long distance calls. All you need is a sound card, speakers, and a microphone — for best results, we recommend a full duplex sound card and headset with noise discrimination. DropChute Pro and DropChute Enterprise users can encrypt their voice communications just like they encrypt any file transfer.
- ❑ **Entry-specific receive folders** — You can store files you receive in a unique folder for each person. This feature makes it easier for you to locate files you received from a particular person.
- ❑ **Do many things at once** — Now you can send and receive files (and chat) simultaneously with someone. You can also connect with two or more systems

simultaneously via the Internet or intranet. You can even directly connect with multiple people through two or more modems and communications ports. Each connection to someone (direct or through the Internet or intranet) runs as a separate instance of DropChute.

- ❑ **Get outstanding customer support** — Even advanced users run into tricky problems once in a while. We take pride in getting you up and running with DropChute, as well as keeping you up and running with our highly trained and experienced Customer Support staff.

DropChute Pro

- ❑ **Driving DropChute from other applications** — You can easily run DropChute Pro from other applications through the use of a powerful set of command line options and switches. You can even store these options and switches in a separate file for easy reuse and editing. With command line switches you can specify who to connect to. You can even send groups of files to groups of individuals.

DropChute Enterprise

- ❑ **Set a delivery schedule** — This capability lets you defer file deliveries to minimize cost or impact on your network connection. You can also use a delivery schedule to send files when the other person is waiting for calls. Used in combination with auto-delivery folders, you can quickly and easily arrange to send the same set of files to many recipients at different times.
- ❑ **Run DropChute Enterprise as a Windows NT Service** — DropChute Enterprise can run as a service on computers that use Windows NT 4.0 or Windows 2000. When you run DropChute Enterprise as a service, you can have your PC wait for calls or perform other DropChute operations even when no one is logged on to the computer.
- ❑ **Unlimited phonebooks and file lists** — DropChute Enterprise uses an ODBC-compatible database to store an unlimited number of DropChute entries. The Enterprise version of DropChute comes with JetEngine, the database engine used by Microsoft Access. Businesses that have standardized on other popular ODBC-compatible databases, such as Oracle, should contact Hilgraeve for a version compatible with their databases.

**DropChute
Enterprise**

- ❑ **Auto-delivery folders** — New auto-delivery folders give DropChute Enterprise users another convenient way to send files. System administrators or other key users can define one or more auto-delivery folders. These folders can reside on any local or network drive. Each auto-delivery folder has its own list of recipients. Whenever any user with write permission to the folder places files in an auto-delivery folder, DropChute automatically delivers the files to all users on the recipient list. This has terrific benefits for workflow automation for teams of users.
- ❑ **Inbox automation** — Inbox automation is another powerful workflow automation tool. As a DropChute Enterprise user you can predefine actions that you want taken when you receive files from a particular person (DropChute entry). You can define one or more actions to take based on file names (with wildcard selection). These actions can run batch files, any operating system command, or specific programs.

Installing DropChute and Creating Entries

What You Will Find in This Chapter

The first part of this chapter provides installation procedures for all versions of DropChute. The second part instructs you on how to set up another person in your Phonebook. This short tutorial guarantees that your installation is successful, and it is sufficient for anyone to begin using DropChute on a regular basis.

❖ *Note: The installation program is version-specific. The screen captures in this chapter show the installation of DropChute Pro, however DropChute Lite and DropChute Enterprise have similar screens that appear in the same sequence.*

All users should read the section below. You can then skip to the installation section for your situation. If you're installing DropChute for the first time, read *Installing DropChute for the First Time* on page 2-2. For network installations, see *Network Installation* on page 2-29. If you're upgrading from a previous version of DropChute, follow instructions provided with your upgrade.

What You Need to Run DropChute

You can run any version of DropChute on a personal computer running Windows 95, Windows 98, or Windows NT 4.0.

Before installing DropChute, we recommend that you have the following:

- A personal computer with an Intel 80386 microprocessor (or higher) with 8 MB of memory (or more).
- Windows 95 version 4.00.950 (or later), Windows 98, or Windows NT version 4.00.1381 (or later). We recommend OSR2 Service Pack for Windows 95 and OSR3 (or later) Service Pack for Windows NT. If you don't have these versions, you can download them from Microsoft.
- An internal or external modem, or a supported network modem or network connection. Any modem supported by Windows.
- A hard drive with at least 8 MB of free space, and a CD-ROM drive or 3.5-inch diskette drive.

- ❑ A mouse supported by Windows 95, 98, or NT.

Installing DropChute for the First Time

You'll find installing DropChute easy because our Setup program takes care of most details for you. Don't try to copy DropChute files from the CD-ROM or distribution disk(s).

- ❖ **Caution:** You *must* use DropChute Setup to correctly copy all files and properly update your system files.

If you will be using a modem with DropChute, we recommend that you install it before installing DropChute. Be sure to follow the manufacturer's instructions for installation, configuration, and testing of your modem.

- ❖ **Note:** If you encounter any terms in this manual or DropChute that you don't understand, check Appendix A, Glossary or online Help.

To install DropChute:

1. If necessary, start Windows.

- ❖ **Note:** On Windows NT you *MUST* have Administrator rights to install DropChute.

2. Close any running applications. You should also close or disable any antivirus program. Some of these programs have an icon in the System Tray that you can right-click on to display a menu with a disable selection. For information on displaying a System Tray icon, you can use the same procedures found in *Displaying the DropChute System Tray Icon* on page 3-8.

3. Insert the DropChute CD in your CD-ROM drive (usually drive D or E), or Program Disk #1 into a diskette drive (usually drive A). Windows automatically starts the setup program when you insert the CD. If you're ready to install DropChute when you insert the CD, continue with Step 5. If, for some reason, Windows doesn't automatically start the setup program, or if you want to install from diskette or at a later time (after closing the autorun setup program), continue with the next step.

- ❖ **Note:** The rest of these steps assume you're using a CD-ROM with the drive letter D and installing to your hard disk on drive C. If this isn't true for your system, change drive letters accordingly.

4. From the desktop, you can either:

- Use the Windows **Add/Remove Programs** option in Control Panel. To do this:
 - a. Click the **Start** menu in the Windows Taskbar. Then select **Settings/Control Panel**.
 - b. In Control Panel, select **Add/Remove Programs**. Then click the **Install...** button.
 - c. When the install wizard appears, click the **Next** button.
 - d. Make sure the command line of the next page shows **dcpsetup.exe**. If not change the filename, or click the **Browse...** button to select **dcpsetup.exe**.
 - ❖ *Note: DropChute Lite uses **dclsetup.exe** and DropChute Enterprise uses **dcsetup.exe** filenames.*
 - e. Click **Finish** to start the DropChute setup program.
- Use the **Start** menu **Run** dialog. To do this:
 - a. Click the **Start** menu in the Windows Taskbar. Then select **Run...** to display the **Run** dialog.
 - b. Enter the path to the setup program. Either:
 - Use the **Browse...** button to select the CD-ROM, diskette drive, or folder that has the DropChute installation disk. Double-click **dcpsetup.exe**.
 - ❖ *Note: DropChute Lite uses **dclsetup.exe** and DropChute Enterprise uses **dcsetup.exe** filenames.*
 - Type the drive letter for your CD (for example, D:) followed by **dcpsetup.exe**.
 - c. Press or click **OK**.
- Open an Explorer window, then open the drive that contains the DropChute installation disk. Then double-click **dcpsetup.exe**.
 - ❖ *Note: DropChute Lite uses **dclsetup.exe** and DropChute Enterprise uses **dcsetup.exe** filenames.*

Regardless of how you initiate it, the setup program briefly displays the product logo and installation setup dialog.

5. Once initialized, the program displays the **Welcome** page shown in Figure 2-1. Click **N**ext when you're ready to begin installation.

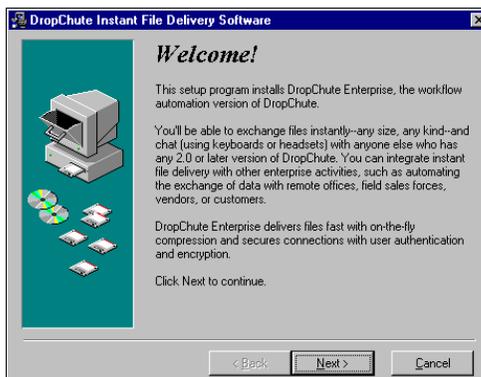


Figure 2-1. This **Welcome** page tells you about some of the features of DropChute.

6. The next page (see Figure 2-2) suggests that you close any open applications, and select an option to install. To close open programs, press **[Alt]+[Tab]** to switch to an application, and press **[Alt]+[F4]** to close the application.

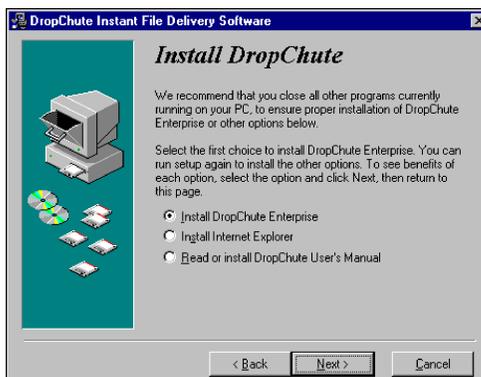


Figure 2-2. This **Install DropChute** page suggests that you exit all other Windows applications, and provides installation options.

❖ **Caution:** Failure to exit other programs, particularly antivirus programs, may result in improper installation.

7. Once you've closed all open applications, select the option you want to perform, and click **N**ext.
 - ❑ If you select **Install DropChute**, continue with the next step.

- If you select any of the other options, continue with *Other Installation Options* on page 2-28.
8. When you select **Install DropChute**, you'll then see an installation page with the DropChute license agreement. The page looks similar to Figure 2-3. When you're finished viewing this information, select the check box to indicate that you accept the terms of the agreement, and click **Next**.

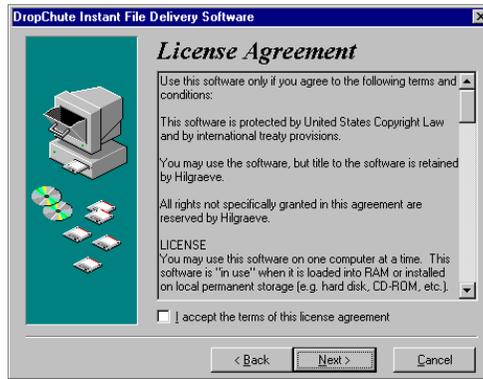


Figure 2-3. This page displays the DropChute license agreement.

9. The setup program gets your name and company name from the Windows registry. If necessary, you can change this information in the **Registration Information** page (see Figure 2-4). You must enter your serial number in this page, then click **Next**.

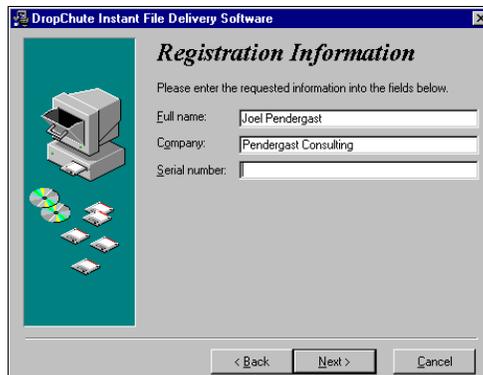


Figure 2-4. The **Registration Information** page requires entry of your name and serial number.

10. Use the **Program Folders** page (see Figure 2-5) to select where you want DropChute installed. By default, the setup program suggests a folder under **Program Files** for DropChute program files. It suggests the same folder for data files such as DropChute entries that you create to contact others. This page also suggests a folder at the highest level of your folder hierarchy (immediately after the drive letter and colon) for files you receive (for example, **c:\DropChute Deliveries**). We recommend this path to avoid potential problems with total pathname length restrictions in Windows.



Figure 2-5. This **Program Folders** page suggests folders for installing DropChute program files, data files, and files you receive. Use the **Change...** button to change the path for any of these folders.

If you want to use these folder paths, click **Next**, and continue with Step 11. To change any path, click the **Change...** button to display the dialog shown in Figure 2-6. This dialog lets you modify any of these folder paths. If you're operating in a network environment with shared program files, make sure you specify a non-shared folder for your data files — a folder to which you have both Read and Write access.

You can edit any of the paths in the dialog or press the corresponding **Browse...** button to display a standard Windows folder selection dialog.



Figure 2-6. Edit any path or press the corresponding **Browse...** button to display a standard Windows folder selection dialog.

11. The **Ready to Install** page summarizes your installation selections (see Figure 2-7 for an example). Click **Next** if you're satisfied with your selections, otherwise click **Back** to return one or more pages to make different choices. After you click **Next** the installation program begins copying files to the folder you specified.

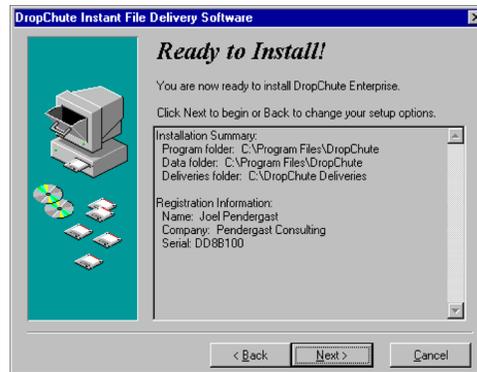


Figure 2-7. The **Ready to Install** page summarizes your installation selections.

12. The setup program displays a progress bar to show how the installation is proceeding. If necessary, the program displays a dialog requesting the next diskette. Insert the next diskette in the specified drive, or modify the path (if necessary) and click **OK** to continue installation.
13. If you are running on Windows 95/98, continue with Step 15. If you are installing DropChute Enterprise and are running on Windows NT 4.0 or Windows 2000, the setup program displays a dialog asking if you want to run DropChute Enterprise as a service.

DropChute Enterprise

- ❖ **Note:** *Running DropChute Enterprise as a service lets you accept DropChute deliveries or wait for calls even with no one logged on to the computer. For a discussion of the issues involved in running DropChute Enterprise as a service, see Installing DropChute Enterprise as a Service on page 2-18.*

DropChute Enterprise

- ❖ **Note:** *If the setup program displays a dialog that warns you that you are missing **Act as part of the operating system administrative rights**, you have the option to continue installing DropChute Enterprise as a service. For more information on adding administrative rights, see Adding Certain User Account Rights on page 2-23. Click **No** to continue DropChute Enterprise installation without performing the service install at this time. You can install DropChute Enterprise as a service later (see Installing DropChute Enterprise Service at a Later Time on page 2-26).*

14. Click **N**o to run DropChute Enterprise as a normal application, and continue with Step 15. Click **Y**es to install DropChute Enterprise as a service.
15. Once the setup program finishes copying all files, it asks some more questions to complete your installation (if you are installing over a previous version of DropChute, you may need to reboot your computer at this time. Then, if you're doing a service installation, skip to *Service Installation Steps* on page 2-19, otherwise you're ready to start using DropChute.
16. The next installation page, **Your Name and Icon** (see Figure 2-8), lets you provide the name for your icon used by others on their systems. You can select an icon used on other users' systems by clicking the **S**elect Icon... button.



Figure 2-8. This page lets you specify a name for yourself that will appear on other users' systems with a DropChute icon representing you.

17. Enter your name and click the **Select Icon...** button to display a dialog similar to Figure 2-9 that lets you choose an icon for yourself. Select an icon, and click **Select**.



Figure 2-9.

The **Select Icon** dialog lets you pick an icon to represent you on others' systems.

18. Click the **Next** button In the **Your Name and Icon** page to continue.
19. The **Your Unique Name** page, see Figure 2-10, requests either your e-mail address or some other unique name. DropChute uses this name as part of its authentication process whenever you connect with another person or someone connects with you. For more information about unique names, click the **What is a Unique Name?** button (or see Appendix A, *Glossary*).

❖ **Note:** *If you don't have an Internet e-mail address, you can pick any name that is unique. If you have more than one e-mail address, you can arbitrarily pick one.*

Once you've entered your unique name, click the **Next** button.

20. **What Kind of Connection** (see Figure 2-11) lets you specify the default type of connection you want to use for most of your exchanges with others. Later, you can determine how to connect to specific individuals. For now pick the method you think you'll use most often. Your choices are:

- Internet connection through my modem** — Select this radio button if you normally connect to the Internet through Windows Dial-Up Networking.
- Internet connection through my network** — Use this option if you have a permanent connection to the Internet through your corporate LAN or intranet. You also want to pick this option if you only intend to exchange files with individuals on your intranet.



Figure 2-10. The **Your Unique Name** page requests your e-mail address or any other unique name if you don't have an e-mail address.

- Direct dialed modem-to-modem connections** — Select this radio button if you don't intend to use the Internet or a corporate intranet for most of your file exchanges. This option lets you make direct modem-to-modem connections.

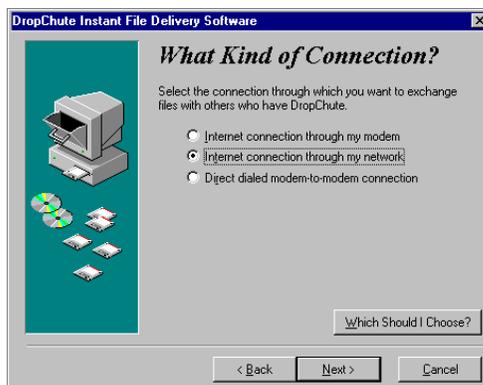


Figure 2-11. The **What Kind of Connection** page lets you define your default technique for connecting with others.

If your default connection is the first choice, **Internet connection through my modem**, continue with the next step. If you selected the second radio button, **Internet connection through my network**, skip to Step 23. If you selected the third radio button, **Direct dialed modem-to-modem connection**, skip to Step 28.

21. The **Internet Through Modem** page (see Figure 2-12) asks whether you use America Online (AOL) or another internet service provider because DropChute must perform special functions for AOL users. Make your selection, and click the **Next** button.

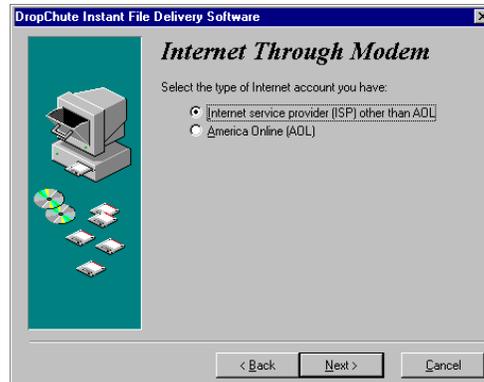


Figure 2-12. The **Internet Through Modem** page asks whether you use AOL or some other Internet service provider.

22. You next see the **Internet Rendezvous** page (see Figure 2-13). On this page, you choose whether or not you want DropChute to use Internet Rendezvous. By default, this check box is unselected for AOL users, and selected for all others. If this check box is unselected, DropChute only waits for calls when you are connected to the Internet. If this check box is selected, DropChute waits for calls when you're connected to the Internet, and it waits for calls on your modem whenever you're not connected to the Internet.



Figure 2-13. The **Internet Rendezvous** page lets you specify whether you want to use Internet Rendezvous.

❖ **Note:** By default, this option is unselected for AOL users because AOL requires manual connection and the benefit of Internet Rendezvous is its automatic connection to an ISP. However, AOL users can select this option for situations where others may call when they are present to make the connection.

Make your selection, and click the **Next** button. If you selected the **Accept Internet Rendezvous** calls check box, skip to Step 27, otherwise skip to Step 29.

23. If you picked **Internet connection through my network** on the **What Kind of Connection** page, the setup program displays the **Through Local Area Network** page (see Figure 2-14).



Figure 2-14.

The **Through Local Area Network** page lets you specify whether you want to connect only with people on the Internet, your local area network, or both.

Make your selection, and click the **Next** button. If you selected **Other people on my local area network**, continue with the next step. For the other two options, the setup program configures DropChute to post your name and IP address on the Internet address server. (For more information on address servers, see page A-1 in Appendix A, *Glossary*.) Skip to Step 25.

24. The next page, **Your IP Address** (see Figure 2-15), is for people who only connect with others on their local area network. In this case, the setup program attempts to find and enter your computer name (domain name), otherwise it enters the IP address for your computer. If setup provides your IP address and you know your computer's name on your local network, you should enter the name. This is especially important for users on networks with a DHCP server, so DropChute can remain independent of any IP address changes.

After you've verified or modified your IP address, click the **Next** button and skip to Step 27.



Figure 2-15.

The **Your IP Address** page defines your computer IP address or name. If you know it, enter your computer's name.

25. If you're connected through a local area network to the Internet, the setup program displays the **Are You Behind a Firewall?** page (see Figure 2-16). This page lets you specify whether you connect to the Internet through a firewall. Check with your network administrator if you are unsure of which selection to make. If you leave the default radio button selected **My PC is not behind a firewall or proxy server**, click the **Next** button and skip to Step 29. Otherwise, continue with the next step.

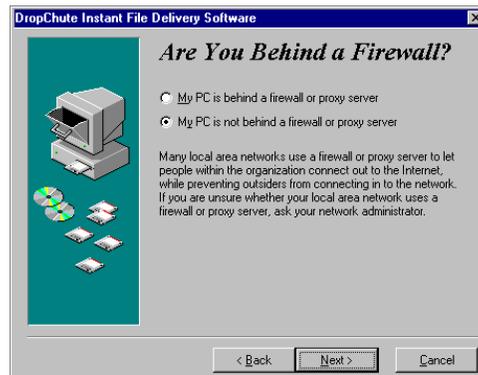


Figure 2-16.

The **Are You Behind a Firewall?** page lets you specify whether or not your connection to the Internet is protected by a firewall.

26. If you indicated that you are behind a firewall or proxy server, the setup program displays the **Firewall Setup** page (see Figure 2-17). Make sure you check with your firewall administrator before you modify settings on this page.

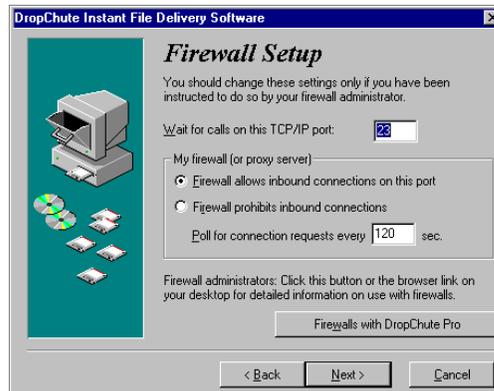


Figure 2-17. The **Firewall Setup** page lets you specify important information about your firewall or proxy server.

- ❖ **Note:** Firewall administrators should review information in *Using DropChute Behind a Firewall* on page 3-73.

The edit fields and buttons on this page are:

Wait for calls on this TCP/IP port

By default, this edit field specifies the standard port used by DropChute and telnet. If your firewall uses a different port for DropChute connections, enter the port number in this field.

My firewall (or proxy server)

This group box provides two options that let you define how your firewall handles incoming DropChute access. The choices are:

- Firewall allows inbound connections on this port** — use this radio button if your firewall permits inbound DropChute access.
- Firewall prohibits inbound connections** — use this radio button if your firewall does not permit inbound DropChute access. This enables the edit field below this radio button.
- Poll for connection requests every** — this edit field specifies how often DropChute will check the address server for a connection request. When DropChute receives a connection request from one of your associates, it establishes an out-bound connection to that party. Change this value if your firewall administrator gives you a different value.

Firewalls with DropChute Pro

This push button is for firewall administrators. It provides additional information about how DropChute operates safely behind a firewall and still permits file exchange between people outside and behind the firewall. This button launches your Web browser for the most recent information on firewall and proxy server support. You may want to first review *Using DropChute Behind a Firewall* on page 3-73 to see if your situation is covered by the information available at the time of publication of this manual.

Make your selection and click the **Next** button. Skip to Step 29.

27. Next, the setup program displays the **When to Wait for Calls** (see Figure 2-18) page. This page lets you choose to have DropChute begin waiting for calls whenever you reboot your computer or when you explicitly tell DropChute to wait. Make your selection and click the **Next** button. If you have a permanent connection to the Internet, skip to Step 29.



Figure 2-18.

The **When to Wait for Calls** page lets you specify whether you want DropChute to begin waiting for calls whenever you start your computer or only when you explicitly start waiting.

28. The **Your Modem's Phone Number** page (see Figure 2-19) appears if you've indicated that you want to wait for calls on your modem. This page lets you enter your modem's telephone number so that DropChute can forward your number to others when you call them for the first time. This is the default phone number DropChute provides to everyone you call. If you don't want others to call you or if you want to strictly control your phone number, leave these fields blank. Click the **Next** button when you've finished with this page.



Figure 2-19.

The **Your Modem's Phone Number** page lets you enter the phone number you provide for others to call you.

29. The setup program then displays the **Installation Completed** dialog (see Figure 2-20). Click the **Next** button.

❖ **Note:** To view changes that the DropChute installation program made to your system, you can view the **install.log** file. You will find this file in the DropChute program folder you specified in Step 10. **Do not delete or modify**



Figure 2-20. Installation finishes with this page.

this file. DropChute uninstall must use this file if you remove DropChute at some future date.]

DropChute Enterprise

30. If you elected to have DropChute Enterprise installed as a service, that process begins at this time. For further installation instructions, *see* Service Installation Steps on page 2-19.
31. Finally, the setup program displays a registration dialog (see Figure 2-21) that lets you register through the Internet, print a copy to mail or fax to Hilgraeve, or defer registration for another time.



Figure 2-21. You have the option of online registration or having the installation program print a registration form for you to fax or mail. You can also have the program remind you to send in your registration later.

❖ **Note:** If you choose **Remind me to register later**, you can fill in the registration card enclosed with your DropChute package, register via the Web at www.hilgraeve.com, or call Hilgraeve at (734) 243-0576.

32. Even though the actual installation process is finished, DropChute immediately launches a Getting Started wizard that guides you through initial steps that you need to know to use DropChute. If you're already familiar with DropChute, you can unselect any of the options in the wizard before clicking **Next**.

Installing DropChute Enterprise as a Service

DropChute Enterprise

DropChute Enterprise can run as a service on computers that use Windows NT 4.0 or Windows 2000. When you run DropChute Enterprise as a service, you can have your PC wait for calls or perform other DropChute operations even when no one is logged on to the computer. There are, however, security issues and a specific sequence of installation steps you must follow to have DropChute operate as a service.

If you elect to install DropChute Enterprise as a service, you must specify an account and password under which the service runs. When running as a service, anyone who uses DropChute on this computer acquires, within DropChute Enterprise, the same access rights as the service's user account that DropChute Enterprise is using. This means that, within DropChute Enterprise, a user may inappropriately access (or be denied access) to resources on this computer.

- ❖ **WARNING:** For security reasons, you should carefully consider the user account under which you want the DropChute Enterprise service to run.
- ❖ **Note:** When running as a service, DropChute only supports a single unique name on the PC. This means that only one user ID can wait for calls. To support multiple IDs on a single Windows NT system, see *Windows NT Workstation Installation for Multiple Users* on page 2-33. To enable another user ID to wait for calls, you must stop the service. DropChute will then use the unique name of the current user. To find out how to stop and start services, see your Windows online Help documentation.
- ❖ **Note:** Consult your system administrator or Windows NT 4.0 documentation for details on services, user account rights, service configuration options, and how to start and stop a Windows NT 4.0 service.

❖ **Note:** DropChute Enterprise service installation lets DropChute run even when no one is logged on to the computer. To insure that your server stays available at all times, we recommend ServiceKeeper from Active+ Software (www.activeplus.com). ServiceKeeper monitors your server, individual programs, and even network traffic to identify any problems and correct them. ServiceKeeper can restart a failed service, run a custom program, or even reboot your server in the event of a system failure. A trial version of ServiceKeeper is on your DropChute Enterprise CD.

You will only see the **DropChute Enterprise Service Install** dialog (see Figure 2-22) if you use one of the required operating systems. When this dialog appears, click **Yes** if you want to have DropChute Enterprise run as a service, and then follow the steps in the next section.



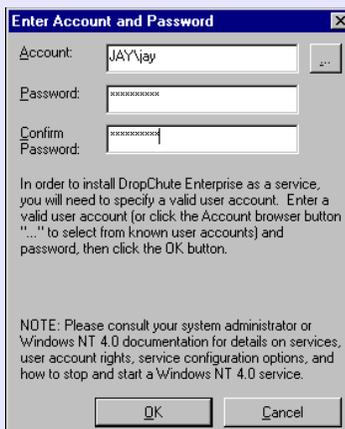
Figure 2-22. The **DropChute Enterprise Service Install** dialog lets you decide whether or not you want to run DropChute Enterprise as a service.

DropChute Enterprise

Service Installation Steps

If you clicked **Yes** the **DropChute Enterprise Service Install** dialog, follow these steps:

1. The setup program copies some files to your system and displays the **Enter Account and Password** dialog (see Figure 2-23) after the **Finish** dialog.
 2. By default, setup enters your user ID as the **Account** to use for the DropChute Enterprise service. An account consists of a computer name or domain name followed by a user ID. You can manually type a different account or click the browse (...) button to select a valid account on this computer.
- ❖ **WARNING:** Your user ID must have administrative rights to install DropChute, so you probably want to select another user ID (without administrative rights) if you allow others to log on to your computer.

**Figure 2-23.**

This dialog lets you specify a user ID and password under which the service executes.

- ❖ **Note:** For more information on computer names, domain names, and selecting user IDs, see *Selecting a Service Account* on page 2-21.
3. Enter the password for the selected user ID in both the **P**assword and **C**onfirm **P**assword edit fields. The setup program verifies that you enter the same password twice. If the account used to install DropChute Enterprise has **Act as part of the operating system** user rights (see *Adding Certain User Account Rights* on page 2-23), setup can confirm that the user ID and password you enter in this dialog are valid.
 - ❖ **Note:** If you enter an invalid user ID or password, Windows will fail to load DropChute Enterprise as a service. You will see a warning dialog whenever you reboot your computer or attempt to start DropChute Enterprise. You will get the warning dialog until you correct the user ID and/or password. See *Windows help* for instructions on how to run and use the Event Viewer.
 4. The setup program completes the service install, and displays the dialog shown in Figure 2-24 telling you want to reboot Windows to start the service.
 5. If this is the first time you've installed DropChute on this computer, the setup program displays the registration dialog (see Step 31 on page 2-17), starts DropChute Enterprise, and DropChute runs the Getting Started wizard. When you close the Getting Started Wizard, it is important that you complete the following steps before DropChute Enterprise will run as a service.
 6. If the user ID you specified for the DropChute Enterprise service account is the same as the user ID you are using to install DropChute, skip to Step 10.



Figure 2-24.

This dialog confirms that DropChute Enterprise has been installed as a service. You may, however, need to grant the user account additional administrative rights.

7. Log off as the current user (don't shut down or reboot).
8. When Windows finishes the user logoff, log on using the user ID you specified for the DropChute Enterprise service account.
9. Follow the instructions in *Windows NT Workstation Installation for Multiple Users* on page 2-33 to install DropChute Enterprise for this user ID (the service account).
10. Shut down the computer and reboot. After you reboot, DropChute Enterprise will be running as a service.

DropChute Enterprise

Selecting a Service Account

As mentioned above, if you elect to install DropChute Enterprise as a service, you must specify an account and password under which the service runs. If more than one person can log on to your computer, it is important that you provide an account that has specific administrative rights.

You can type an account, or you can use the browse button to find a valid account.

Manually Typing an Account

To type an account for the DropChute service, the general format is:

`<Computer_Name>\<user_ID>`

for example, **TEST\Joe**

or

`<Domain_Name>\<user_ID>`

for example, **HILGRAEVE\Joe**

A computer has a computer name and a domain or workgroup to which it belongs. In general, a stand-alone computer and computers on small networks belong to a workgroup. Computers on large corporate networks generally belong to a domain. To find your computer's computer name, domain name or workgroup, follow these steps:

1. From the **Start** menu, select **S**ettings/**C**ontrol Panel.
2. Do one of the following:
 - In Windows NT, follow these steps:
 - a. Open the Control Panel.
 - b. Double-click the Network icon to display the **Network** dialog.
 - c. Click the Identification tab.
 - In Windows 2000, follow these steps:
 - a. Right-click on the **My Computer** icon on your desktop, and select **P**roperties from the pop-up menu to display the **S**ystem **P**roperties dialog.
 - b. Click the Network Identification tab.
3. The Identification (or Network Identification) tab has the following text fields:
 - Computer Name**
 - Either: **Workgroup** or **Domain Name**
4. Record the computer name and workgroup or domain name for later use.
 - If the **Domain Name** field appears on this page, you can use this name to identify any user in the domain. You can also use the computer name to identify users authorized on this computer.
 - If the **Workgroup** edit field appears on this page, you must use the computer name.
5. Click **OK** to close the dialog.

If you know the user ID, you can now simply type the computer or domain name, a backslash (\), and then the user ID. If you are unsure of which user IDs are available

for this computer or domain, you should follow the steps in *Using the Browse Button to Select an Account*, below.

Using the Browse Button to Select an Account

To find a valid account, follow these steps:

1. Click the browse (...) button in the **Enter Account and Password** dialog, see Figure 2-23 on page 2-20. This displays the **Select User** dialog. (This is the same as the **Add User** dialog that appears from the Services Startup browse button. For more information on services, see your Windows online help).
2. You can use the **Select User** dialog to select an existing user account from the current computer or an available domain. By default, the **List Names From** drop-down list shows your computer. The drop-down list lets you select an available domain. Once you select a domain, the **Names** list shows available user IDs in that domain.
3. To select an existing user account, double-click the account in the **Names** list. This places the computer name or domain name and user name in the **Add Name** edit field.
4. Click **OK** to accept the name and have it appear in the **Account** edit field of the **Enter Account and Password** dialog.
5. Continue with Step 3 on page 2-20.

DropChute
Enterprise

Adding Certain User Account Rights

To properly install and use DropChute Enterprise as a service, the user account under which the service executes must have the user account right, **Replace process level token**. The right, **Act as part of the operating system**, lets DropChute setup verify both the user account and password for the account under which DropChute Enterprise service is to execute. However, many organizations are reluctant to grant this right to users, so setup verifies the user account and attempts to verify the password even without this right. As long as the user account verifies, the setup program proceeds to install DropChute Enterprise as a service. This may lead to the service failing to start if you incorrectly enter the password.

❖ **Note:** *You may need to contact your system administrator to obtain a user account with these privileges.*

If you have appropriate administrative privileges, you may be able to grant an account these rights. The techniques under Windows NT and Windows 2000 differ. See the appropriate section below for your operating system.

Windows NT 4.0

To add user account rights in Windows NT, follow these steps:

1. Using an account with administrative privileges, select **Start/Programs/Administrative Tools (Common)/User Manager** to display the User Manager.
2. From the menu bar, select **Policies/User Rights...** to display the **User Rights Policy** dialog, see Figure 2-25.

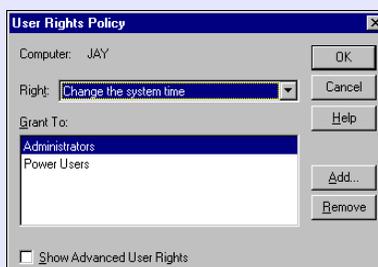


Figure 2-25.

The **User Rights Policy** dialog lets you add or remove rights to user accounts and groups.

3. Select the **Show Advanced User Rights** check box.
4. Click the **Right** drop-down arrow and select the **Replace process level token** right.
5. Click the **Add...** button to display the **Add Users and Groups** dialog.
6. Click the **Show Users** button.
7. Scroll down the list of names to find the user account you want to use to install DropChute Enterprise as a service. Select that user account and click the **Add** button.
8. Click **OK** to close the **Add Users and Groups** dialog.
9. If you do not want to give the user account **Act as part of the operating system** right, skip to Step 12.
10. In the **User Rights Policy** dialog, click the **Right** drop-down arrow and select the **Act as part of the operating system** right.
11. Repeat steps 5 through 8 to add this right to the user account.

12. Click **OK** to close the **User Rights Policy** dialog.
13. Select **User/Exit** to close the User Manager.
14. If you have modified the user account that you are currently using, log off and log on again to obtain the new user account rights.

Windows 2000

To add user account rights in Windows 2000, follow these steps:

1. Open the Control Panel.
2. In the Control Panel, double-click **Administrative Tools**.
3. In the **Administrative Tools** window, double-click **Local Security Policy**.
4. In the **Tree** panel of the **Local Security Policy** window, expand **Local Policies**.
5. Select **User Rights Assignments** from the expanded list.
6. In the right panel, right-click on **Replace process level token**, and select **Security...** from the pop-up menu.
7. The **Local Security Policy Setting** dialog shows the accounts that have the selected policy. If the user account that you want to use to install DropChute Enterprise as a service doesn't appear in the **Assigned To** list, click the **Add...** button to display the **Select Users or Groups** dialog.
8. Scroll down the list of names to find the user account you want to use to install DropChute Enterprise as a service. Select that user account and click the **Add** button.
9. Click **OK** to close the **Select Users or Groups** dialog.
10. Click **OK** to close the **Local Security Policy Setting** dialog.
11. If you do not want to give the user account **Act as part of the operating system** right, skip to Step 14.
12. In the right panel of the **User Rights Assignments** window, right-click on **Act as part of the operating system**, and select **Security...** from the pop-up menu.
13. Repeat steps 7 through 10 to add this right to the user account.
14. If you have modified the user account that you are currently using, log off and log on again to obtain the new user account rights.

DropChute Enterprise

Installing DropChute Enterprise Service at a Later Time

If you chose not to install DropChute Enterprise as a Service when you ran setup, you can follow these steps to perform the service installation at a later time:

1. If the setup program warned you about missing administrative rights, contact your system administrator or follow the procedure described in *Adding Certain User Account Rights* on page 2-23.
2. Select **Start/Programs/DropChute Enterprise/DropChute Enterprise Service Install**. This displays the **DropChute Enterprise Service Install** dialog shown in Figure 2-22 on page 2-19.
3. Select **Yes** in this dialog, and then follow the steps in *Service Installation Steps* on page 2-19.

DropChute Enterprise

Changing the Service Account

To change the user account under which DropChute Enterprise runs as a service, follow these steps:

1. Open the Control Panel and double-click the **Services** icon.
2. If necessary, scroll through the list of services to find the DropChute Enterprise entry.
3. Select **DropChute Enterprise** in the **Service** list.
4. Click the **Stop** button.
5. Click the **Close** button.
6. From the **Start** menu, select **Programs/DropChute/DropChute Enterprise Service Install**
7. When the **DropChute Enterprise Service Install** dialog appears, click **Yes**.
8. When the **Enter Account and Password** dialog appears, enter the new user account and password (see *Selecting a Service Account* on page 2-21).
9. Click **OK** to close the dialog.
10. Click **OK** when you've read the message in the next dialog.
11. Reboot your computer.

DropChute
Enterprise***Uninstalling DropChute Enterprise Service Without
Uninstalling the Program***

To uninstall DropChute Enterprise as a service without uninstalling the program, you must follow these steps:

1. Follow steps 1 through 7 in *Changing the Service Account* on page 2-26.
2. When the **Enter Account and Password** dialog appears, click the **Cancel** button.
3. When the **DropChute Enterprise Service Install Error!** dialog appears, click **No**. This uninstalls DropChute Enterprise as a service without uninstalling the program.

Other Installation Options

Use this section if you selected one of the options in Step 7 that provide additional support for using DropChute. These options are:

- ❑ **Install Internet Explorer** — If you selected this option, click **N**ext and read the next page. Then click **P**roceed to perform the installation, or click **B**ack to return to the previous page. If you have the DropChute CD, the setup program starts the Internet Explorer setup program. If you downloaded the DropChute setup program from the Internet, you will have an option to download IE from the Internet or cancel the DropChute installation. Once the IE installation has completed, you must start the DropChute setup program (go to Step 4 on page 2-3) to perform any of the other installation options.
- ❑ **Read or Install DropChute User's Manual** — If you selected this option, click **N**ext and follow these steps:
 - a) When the DropChute **U**ser's Manual page displays, see Figure 2-26, select the radio button for the option you want, and click **P**roceed.

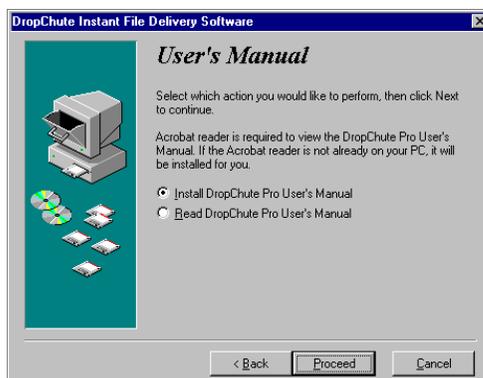


Figure 2-26.

This page lets you view the online version of the DropChute manual or install the manual on your hard disk.

- b) If you have the DropChute CD, skip to the next step. If you downloaded the DropChute setup program from the Internet, you will have an option to download the User's Manual from the Hilgraeve web site or cancel the DropChute installation.
- c) If you don't have Adobe Acrobat Reader on your computer, the setup program automatically installs it for you. If you elected to read the manual without installing it, Acrobat Reader uses the copy on the CD.

- d) Once you finish installing or viewing the User's Manual, you must start the DropChute setup program (go to Step 4 on page 2-3) to perform any of the other installation options.

Network Installation

You can install DropChute on a network server and provide users with individual data folders for their DropChute data and received files. Users can access the shared DropChute program over the network, however each user must have a unique data folder. Since DropChute stores DropChute entries in the Windows Registry, each user has a unique set of DropChute entries.

- ❖ *Note: Please carefully read the license agreement and make certain that you purchase the number of licenses required.*
- ❖ *Note: PCs that have the same single-user serial number will not be able to connect with one another. Contact Hilgraeve to purchase multiple-license packages or site licenses.*

The setup program has a set of command line switches that control its behavior. It also reads a **.reg** file for importing to the Windows Registry. Information entered through command line switches override any settings in the imported registry file.

- ❖ *Note: Switches that show a parameter require a space between the switch letter and the parameter. Parameters shown below appear as descriptive names in angle brackets. Don't type the brackets. If any spaces appear in folder or file names, enclose the entire path within quotes.*

The switches and their meanings are:

- /s <reg import file>* Use this option to specify a silent installation. With silent install, no user interface appears during the installation process. The setup program gathers all information from command line switches or the registry import file. If the registry import file parameter is omitted, setup looks for a **dcpsetup.reg** file in the same folder as **dcpsetup.exe**. If setup can't find this file, it uses default values unless other command line switches override defaults. An exception to this is the serial number. The setup program requires a valid serial number for a silent install to work properly. You can provide

the serial number using `/n` switch or by including it in the imported registry file. If you don't provide a valid serial number, the setup program displays an error the first time you try to execute DropChute. The only error recovery is to rerun setup.

This switch must come before all others on the command line. With the silent option, the user only sees two events. The first is a brief flash of a progress bar. The second is a message similar to "Information in <filename> has been successfully entered into the registry." Run the installation program with the `/w` switch to generate a sample `.reg` file (see `/w`, below).

<code>/d <deliveries folder></code>	Use this option to specify the default folder where you want DropChute to place files delivered to you. The default value is <code><drive>\DropChute Deliveries</code> where <code><drive></code> is the drive letter that contains the target folder (see page 2-6).
<code>/dna</code>	Use this option to tell DropChute NOT to add new callers on-the-fly.
<code>/f <data folder></code>	Use this option to specify the default folder where you want to place the files DropChute creates when you send or queue files. The DropChute user must have Create/Read/Write/Delete access to this folder. The default value is <code><program files>\DropChute</code> where <code><program files></code> is a location specified by Windows (usually <code>c:\program files</code>).
<code>/n <serial number></code>	Use this option to specify a serial number.
<code>/net</code>	Use this switch to skip installing the program files on a workstation.
DropChute Enterprise	<code>/noservice</code> Do not install service support. With this switch set, the installation program will not prompt for service installation.
<code>/t <program folder></code>	Use this option to specify where setup is to install program files. The default value is <code><program files>\DropChute</code> where <code><program files></code> is a location specified by Windows (usually <code>c:\program files</code> , see page 2-6).
<code>/u <unique name></code>	Use this option to specify a unique name for this PC. The default value is the user's e-mail address if he/she has Microsoft Internet Mail installed, otherwise this value is left blank and the user must specify a unique name during setup,

or from the **My Address and Phone** page of the DropChute Options notebook before placing or answering calls (see pages 2-9 and 3-61).

`/w <reg filename>` Use this option to tell the setup program to write out a registry import (**.reg**) file that you can use as a template for installing on other PCs. If you don't specify a full path, the setup program creates the file in the target directory. The setup program overwrites a file with the same name in the specified (or default folder).

For example, a command line to install DropChute from a network drive using silent installation might look like:

```
M:\DCInstall\dcsetup.exe /s M:\dcinstall\mydc.reg /net /n DA100
```

You can install DropChute on the server and perform a *silent installation* on each workstation. With silent installation, a network administrator can create batch files for users to execute and provide them with appropriate defaults in a **.reg** file that setup imports to the Windows Registry. Run the installation program with the `/w` switch to generate a sample **.reg** file. The following is a sample **.reg** file.

REGEDIT4

```
; This files contains registry information. It is used to import
; settings for DropChute Enterprise during a silent install. Lines that
; start with a semi-colon (like this one) are comments.
```

```
[HKEY_CURRENT_USER\Software\Hilgraeve Inc\DropChute]
[HKEY_CURRENT_USER\Software\Hilgraeve Inc\DropChute\Setup]
```

```
; =====Do not modify entries above this line=====
```

```
"Name"="Test"
```

```
"Company"="Hilgraeve Inc."
```

```
;A(default) to add new callers on-the-fly, B to not
```

```
"AddNewCallers"="A"
```

```
;A(default) to start waiting for calls at startup, B to not
```

```
"AddToStartup"="A"
```

```
;A - Ras connection, can be automated B - AOL or other manual-dial connection
```

```
"AnswerHow"="A"
```

```
;A - Modem only, B - Network only, C(default) - Both
```

```
"AnswerType"="A"
```

```
;A - Allow Internet Rendezvous calls when waiting on dial-up connections
"AnswerWhen"="A"

; example continued on next page
;A - Internet B - Intranet
"AnswerNet"="A"
"ProgramDir"="C:\Program Files\DropChute"
"DataDir"="C:\Program Files\DropChute"
"DeliveryFolder"="D:\DropChute Deliveries"

"AutoImport"="None"
"Glimmer"="A"
"AddressServer"="ldap.dropchute.com"
"AllowPassive"="A"
"Poll"="120"
"Port"="23"
"RasConnection"="World ISP"

;The following items are Intentionally left blank, they should be unique for
each PC
"Serial"=""
"UniqueName"=""
"ExchName"=""
"Icon"=""
```

During silent installation, DropChute logs all steps of the installation in the **INSTALL.LOG** file. This file includes installation prompts and any error messages.

Automatically Importing Entries During a Silent Install

To automatically create a set of DropChute entries for each user, follow these procedures:

1. Install DropChute on one computer (see *Network Installation Procedure*, Step 1, below).
2. Create DropChute entries that you want to share among all users.
3. From the DropChute Phonebook, select **File/Export** (see *Importing and Exporting DropChute Entries* on page 3-46).

4. Change the export filename to **setup.exp**, and save it in the same directory as the setup executable (see *Network Installation Procedure*, below).
5. Continue with *Network Installation Procedure*, below.

Network Installation Procedure

To perform network installations, follow these steps:

1. On a workstation with access to the server and with a user ID with Administrator privileges, install DropChute on a network drive using normal installation procedures defined in *Installing DropChute for the First Time* on page 2-2. Make sure you install the program in a network directory to which users have read access.
❖ Note: If you want users to have a copy of the program on their own workstations with installation from the server, you can create an install folder and copy the DropChute installation directories and files to this folder. In this case, don't "install" DropChute on the server.
2. Edit the provided **dcpsetup.reg** file or create your own from the setup program, and incorporate your installation-specific information.
3. On each workstation that you want to access DropChute, either the network administrator or the user executes **dcpsetup** with required command line parameters.
4. After completing installation, the user starts DropChute from the Windows System Tray icon or the **Start** menu.

Windows NT Workstation Installation for Multiple Users

If you want to install DropChute on a Windows NT 4.0 Workstation with multiple users, log in as an administrative user. Use the install procedure defined in *Installing DropChute for the First Time* on page 2-2. During the installation, use a common folder that all users can access for the program files (see Figure 2-5 on page 2-6).

Then, have each user follow these steps:

1. From the **Start** button on the task bar, select **Programs/DropChute/DropChute**. The first time each user attempts to run DropChute, a Welcome page appears.

2. When the user clicks **N**ext, the **Program Folders** page appears (see Figure 2-5 on page 2-6). Follow the instructions in Step 10 on page 2-6. Each user should define a unique folder for his/her data files. It's also a good idea for each user to have his/her own deliveries folder.
3. The setup for each user picks up with Step 15 on page 2-8 and continues through Step 29 on page 2-16.

Upgrading From a Previous Version

If you're upgrading from a previous version of DropChute, follow instructions provided with your upgrade.

Creating DropChute Entries

DropChute has a New Entry Wizard that assists you in the creation of DropChute entries for people with whom you want to exchange files. The New Entry Wizard helps you get that person set up to use a free version of DropChute, either a trial version of DropChute Pro, or DropChute Lite. To create a new DropChute entry, follow these steps:

1. If necessary, start Windows.
2. Do one of the following:
 - From the System Tray icon (see *Displaying the DropChute System Tray Icon* on page 3-8) select **N**ew DropChute Entry....
 - If the DropChute icon isn't in the System Tray, follow these steps:
 - a. From the **S**tart menu, select **P**rograms/DropChute/DropChute.
 - b. From the pop-up menu that appears, select **N**ew DropChute Entry....
 - From the Phonebook window, select **F**ile/**N**ew DropChute Entry..., press **C**tr+N, or click the **N**ew Entry button in the Toolbar.



New Entry
Button

Any of these techniques displays the first page of the New Entry Wizard, shown in Figure 2-27. Enter the other person's e-mail address or unique name. If you don't know what a unique name is, click the **W**hat is a Unique Name? button

(or see page A-9 in Appendix A, *Glossary*). If you're unsure of the other person's unique name, you can click the **Not sure** radio button for now, but you must know the other person's unique name before you can connect to him/her. When you're finished, click the **Next** button.

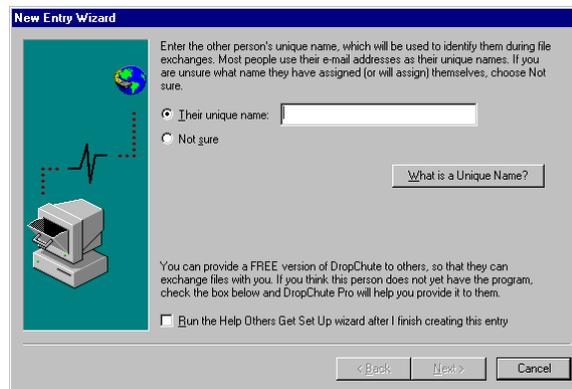


Figure 2-27.

The **Other Person's Unique Name** page lets you enter the other person's name for connection authentication.

- ❖ **Note:** If you select **Not sure** at this time, the first time you try to make a connection with this person, DropChute will display the *Address and Phone Properties* page, and inform you that you must enter a unique name in order to connect to this person.
 - ❖ **Note:** If you enter a unique name that is already in use, DropChute will display a warning message. You can't define the same unique name for multiple DropChute entries. If you were trying to create a second entry to reach this person at another location, simply enter that location on the *Address and Phone Properties* page of the existing entry. The old location will appear in a drop-down list, so you can switch back to it easily if you want to.
3. In the **How to Connect** page (see Figure 2-28), select the radio button for the type of connection you'll make to this person. If you're unsure of the connection method you'll use for this person, you can click the **Not sure** radio button for now. When you're finished, click the **Next** button. The page that displays depends on your selection. If you picked a network connection, continue with Step 5. If you picked a modem connection, continue with the next step. Finally, if you picked **Not sure**, continue with Step 7.
- ❖ **Note:** If you select **Not sure** at this time, the first time you try to make a connection with this person, DropChute will display the *Address and Phone*

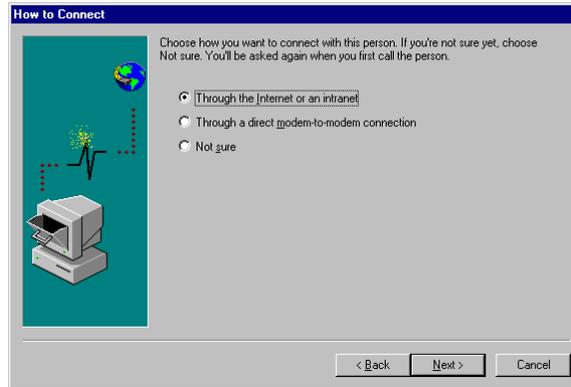


Figure 2-28. The **How to Connect** page lets you choose a network or dial-up modem connection.

Properties page, and inform you that you must enter the connection type in order to connect to this person.

4. In the **Connect via Modem** page (see Figure 2-29), select the first radio button if you know the telephone number of the other person's modem and enter the **C**ountry code, **A**rea code, and **P**hone number. When you're finished, click the **N**ext button, and continue with Step 7.



Figure 2-29. The **Connect via Modem** page lets you enter the phone number of the other person's modem.

❖ **Note:** *If you select **Not sure** at this time, the first time you try to make a connection with this person, DropChute will display the **Address and Phone Properties** page, and inform you that you must enter a phone number in order to connect to this person.*

- In the **Internet or Intranet** page (see Figure 2-30), select the radio button that represents how the other person connects to the network. The first radio button causes DropChute to look up the person's unique name and current IP address on an address server. The second radio button is for individuals who have a permanent, full-time connection to the Internet or intranet. If the other person accesses the Internet through a dial-up connection to an Internet service provider or if the other person is on a network with a DHCP server that uses dynamic IP addresses, you should select the first radio button.

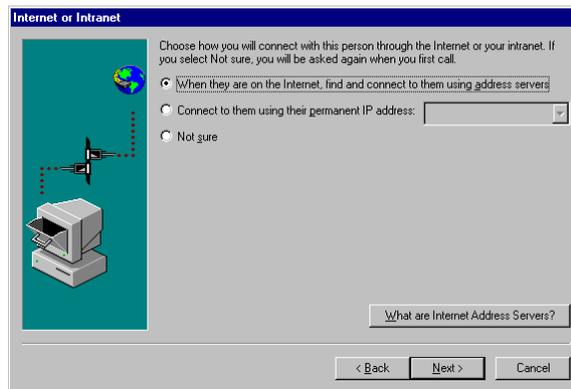


Figure 2-30. The **Internet or Intranet** page lets you indicate whether the other person has a dynamic or permanent IP address.

If the other person has a permanent connection to the Internet or intranet, select the second radio button. If you select this option, enter the other person's IP address or domain name in the edit field. An IP address can be numeric (for example, **206.42.134.70**) or an alias, such as **anyone.thatcompany.com**.

If you're unsure of how the other person connects to the network, you can click the **Not sure** radio button for now, but you must know this information before you can connect to him/her. When you're finished, click the **Next** button. The page that displays depends on your selection. If you picked a dynamic IP address, continue with the next step. If you indicated that the other person has a permanent connection, or you picked **Not sure**, continue with Step 7.

- If the person you want to connect to has a dynamic IP address and is willing to accept Internet Rendezvous calls, you can choose to connect with him/her through Internet Rendezvous. The **Use Internet Rendezvous?** page (see Figure 2-31) lets you enter a **C**ountry code, **A**rea code, and **P**hone number for a call to his/her modem to set up an Internet Rendezvous session. For more

information on Internet Rendezvous, click the **What is Internet Rendezvous?** button or see page A-5 in Appendix A, *Glossary*.

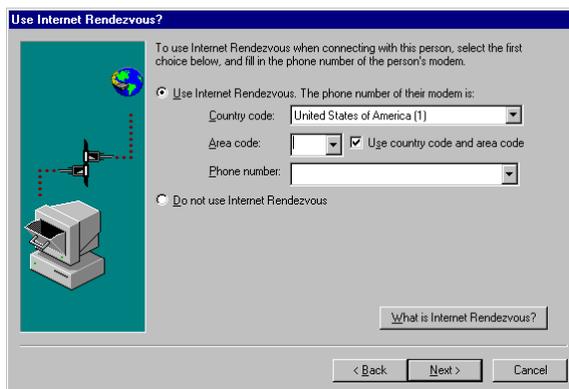


Figure 2-31.

Enter the phone number for the modem to use to connect with the other person to establish an Internet Rendezvous session.

If you select the **Do not use Internet Rendezvous** radio button, DropChute looks for the person's unique name on an address server. Some corporate environments have their own address server, and should configure the installation program to access their address server. Most other users will access the default DropChute address server (for more information on address servers, and **ldap.dropchute.com**, see page A-1 in Appendix A, *Glossary*). When you're finished, click the **Next** button.

7. In the **New Entry Name and Icon** page (see Figure 2-32), enter a name and click the **Select Icon...** button to pick an appropriate icon to assign to this person's DropChute entry. You can also type entry-specific notes. In the **Icon** group, select one of the radio buttons to indicate whether or not you want to let the other person send you his/her own icon when you connect. When you've made your selections, click the **Finish** button to complete the DropChute entry for this person.

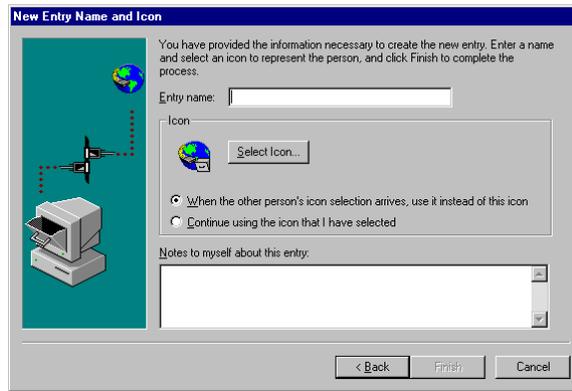


Figure 2-32. The **New Entry Name and Icon** page lets you give the DropChute entry a name and icon. You can give the other person permission to select his/her own icon, and you can save entry-specific notes.

8. You can help this person get set up to communicate with you by following the procedures in *Helping Others Get Set Up* on page 3-50.

Removing DropChute From Your System

- ❖ **Note:** Proceed with caution if you're using system with multiple user IDs. The person who installed DropChute can uninstall the entire program, while other users can only uninstall their DropChute settings.

To remove DropChute from your system, open the Control Panel and click on **Add/Remove Programs**, then select **DropChute** from the list and click the **Add/Remove...** button. Uninstalling DropChute performs the following operations:

- Deletes the contents of the program folders.
- Removes the application key and all DropChute entries from the registry file.
- ❖ **Note:** To save your entries for a subsequent installation, make sure you back them up (see *Backing Up and Restoring DropChute Settings* on page 3-45).
- Removes DropChute from the Taskbar's **Start** menu.

Common Procedures

What You Will Find in This Chapter

This chapter contains procedures to guide you through various DropChute tasks. They are grouped by general category so that you can find them easily. The categories are:

- General Procedures
- Selecting Files
- Receiving Files
- Sending Files
- Managing Files with the Outbox
- Using the Deliveries Log Window
- Using the DropChute Chat Window
- Using DropChute Voice Communications
- Working with DropChute Entries
- Changing Properties Page Settings
- Using Advanced Features
- DropChute Enterprise Procedures

General Procedures

This section includes procedures that will help you take full advantage of the Windows environment. It also includes procedures that help you perform other operations in DropChute. The procedures in this section are:

- How to Begin
- Using an Agent to Help You with DropChute
- Accessing Global Options for Placing and Answering Calls

- Accessing Properties Pages
- Configuring DropChute to Use Your E-Mail Client
- Displaying the DropChute System Tray Icon
- Drag and Drop
- Exchanging Names and Icons
- Using Pop-up Menus

How to Begin

Exchanging files with other DropChute users is easy. You have a choice on how to begin. You may:

- Use the System Tray (see *Displaying the DropChute System Tray Icon* on page 3-8) to create a new DropChute entry (see *Creating DropChute Entries* on page 3-48) for each person you want to deliver files to. You need to know his/her unique name and how to reach him/her. To deliver files to someone, simply drop files (see *Drag and Drop* on page 3-8) on the entry that represents that person (see *Selecting Files* on page 3-17). The person must be waiting for calls for you to connect and exchange files.
- Select the **Wait for Calls** menu item in the System Tray menu (see *Displaying the DropChute System Tray Icon* on page 3-8), and wait for someone else to connect with you to send you files (see *Waiting for Calls* on page 3-22). To deliver files to you, others need to know your unique name and how to reach you, and you must be waiting for calls. Once you have received the files, they appear in your Deliveries Log (see *Using the Deliveries Log Window* on page 3-33). You also automatically receive an entry representing that person so you can deliver files to him/her.
- Send others a copy of DropChute with information on how they get set up (see *Helping Others Get Set Up* on page 3-50). Whenever you help someone get set up, the other person automatically receives an entry for you. The other person can then connect with you to exchange files, notes, chat, or talk (if you both have audio capability).

Using an Agent to Help You with DropChute

You can have DropChute display a Microsoft Agent to help you with your work. Depending on options you select, an Agent can speak to you to announce incoming calls, read incoming chat messages, and tell you when others for whom you have DropChute entries are on the Internet and waiting for calls.

If you select one of the supported agents, DropChute checks your system to see if you have the required files installed on your system. If you don't, you will have the opportunity to install the files from the DropChute CD or by downloading the files from the Internet.

Agents require significant system resources. You must have a 100 MHz or faster Pentium (or compatible) microprocessor with at least 16 MBytes of memory. You also need a Windows compatible sound card. To minimize the impact on system performance, DropChute automatically unloads the agent if it hasn't had to speak for 45 seconds.

To enable an agent, follow these steps:

1. Display the DropChute Options notebook, see *Accessing Global Options for Placing and Answering Calls*, below.
2. Select the Agents tab.
3. Select one of the option buttons to enable the agent of your choice.

❖ **Note:** *If you don't have the selected agent on your system, DropChute will request that you either insert the DropChute CD or download required files from the Internet. Downloading takes approximately 45 minutes with a 28.8Kbps modem. Whenever you change actor, you need to download another large file.*

4. Select the Actions that you want the agent to tell you about.

Accessing Global Options for Placing and Answering Calls

The DropChute Options notebook lets you specify global parameters that apply to overall program behavior and all DropChute entries. The tabs in the Options notebook and a general description of their contents are:

- General — Select startup options.
- My Name and Address — Set your own unique identifying name — your e-mail address, if you have one. This name is used to identify you when you're placing

or answering calls. You also specify how others can connect to you. DropChute provides this information when you create instructions for others. It also exchanges this information with others the first time you connect with them. This happens if they allow first time callers to create their own DropChute entry if one isn't already defined.

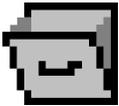
- Placing Calls** — Specify the number of retries to attempt when calls fail for various reasons; define when to use Internet Rendezvous (when DropChute anticipates that the time to send selected files exceeds a specified value); and indicate whether or not to display DropChute when others send you a note or want to chat with you.
- Waiting for Calls** — Specify whether to accept new callers and let DropChute automatically create an entry for them; set limits on incoming calls including disconnect after a specified number of logon attempts, maximum call length, and maximum inactivity; and specify whether or not to display DropChute when callers connect, send notes, or want to chat with you.
- Connection** — Specify whether you connect to the Internet or intranet using a LAN or modem to an Internet service provider (ISP). If you connect via a modem, you can select the Dial-Up Networking entry you want to use. By default, the entry you use for your browser appears in the drop-down list. You also use this page to define how you accept calls. You can accept calls through the Internet or intranet, use your modem to connect to the Internet when you wait for calls, or specify direct modem-to-modem connection using one or more modems that you want to use when waiting for calls. Select both methods to activate Internet Rendezvous.
- Agent** — Select one of three Microsoft Agents (or turn agents off) to talk to you when certain events occur. You must have a Windows compatible sound card, and you need a minimum computer configuration of a 100 MHz Pentium processor (or compatible) with 16 MBytes of RAM.
- E-Mail** — Most users should leave the default SMTP selection. DropChute attempts to identify your SMTP e-mail address and SMTP server. However, you can use this page of the Options notebook to select or create a MAPI profile.
- Audio** — Options on this page only appear enabled on systems with a sound card. It includes controls that let you adjust voice response and test results of your adjustments (see *Using DropChute Voice Communications* on page 3-39).

**DropChute
Enterprise**

- ❑ Auto-Delivery — Lets you define special folders that automatically deliver any files dropped into them to pre-defined lists of recipients. Each auto-delivery folder has its own recipient list that you can create using the **New...** or **Edit...** buttons on this page.

There are several techniques you can use to display the Options notebook.

From the Windows Desktop



DropChute
System Tray
Icon

To display the DropChute Options notebook from the desktop, follow these steps:

1. Click the DropChute icon in the System Tray (for more information, see *Displaying the DropChute System Tray Icon* on page 3-8).
2. Select **DropChute Options** from the pop-up menu.

From the Phonebook

Select **File/DropChute Options...**, or click the **Options** button on the toolbar to display the DropChute Options notebook.



Options
Button

From a DropChute Session Window

To display the DropChute Options notebook from a DropChute session window, select **File/DropChute Options...** from the menu bar, or click the **Options** button on the toolbar.

Accessing Properties Pages

Properties pages (in the properties notebook) let you define important parameters about a DropChute entry. Each DropChute entry has its own set of properties pages. The pages are:

- ❑ Description — Specify an entry name, select an icon, and enter notes about this entry.
- ❑ Address and Phone — Specify a unique name for the person, and the method used to connect to this person. You can specify a permanent IP address, specify

an address server, have DropChute call before connecting via the address server, and/or specify a modem phone number.

- Receiving — Specify a default folder for receiving files. You can also specify default behavior for receiving files and folders. For example, you can have DropChute duplicate the other person's folder structure, and use the received date and time for each file.

DropChute Pro

DropChute Pro lets you use HyperGuard virus filtering, and automatically expand Zip files.

- Sending — Specify default behavior for files you send. For example, you can have DropChute send your folder structure with files you send, or notify you upon successful delivery or when delivery hasn't occurred after a specified date and time.

DropChute Pro

DropChute Pro lets you use on-the-fly compression when you send files to improve throughput without pre-zipping.

- Delivery — Select default options for delivering files (see *Using DropChute Delivery* on page 3-30). This page also lets you skip the Delivery Wizard and define how you want DropChute to handle files you drop on a DropChute entry (see *Drag and Drop* on page 3-8).

DropChute Pro

- Security — Use this properties page to specify the type of logon authentication you want to perform with this person. You can also select options to encrypt all information exchanged with this person.

DropChute Enterprise

- Inbox Automation — Use this page to define actions to take when you receive files from this entry (see *Using Inbox Automation* on page 3-96).

There are several techniques you can use to access a page of the properties notebook.

From the Phonebook



Properties Button

Select a DropChute entry by clicking on it. Then do one of the following:

- Click the **Properties** button in the toolbar. Then select the desired page by clicking its tab.
- Right-click and select **Properties for <entry_name>** from the pop-up menu. Then select the desired page by clicking its tab.

- ❑ Select **File/Properties for <entry_name>** to display the properties notebook. Then select the desired page by clicking its tab.

From a DropChute Session Window

To display a properties page from a DropChute session window, do one of the following:



Properties
Button

- ❑ Click the **Properties** button in the toolbar.
- ❑ Follow these steps:
 - a) Select **File/Properties for <entry_name>** to display the properties notebook for the currently selected entry.
 - b) Select the desired page by clicking its tab.

Configuring DropChute to Use Your E-Mail Client

DropChute Pro supports both MAPI compliant e-mail clients and its own SMTP client (see *MAPI or SMTP Mail with DropChute* on page 3-29 and Appendix A, *Glossary* for more information and definitions of MAPI and SMTP). Most users should leave the default SMTP selection. If your e-mail client doesn't support SMTP, you can use this page to select MAPI-compatible e-mail services. You can also use the E-Mail page of the Options notebook to select or create a different MAPI profile.

To specify the type of e-mail client you want to use, follow these steps:

1. Display the DropChute Options notebook, see *Accessing Global Options for Placing and Answering Calls* on page 3-3.
2. Select the E-Mail tab.
3. Select one of the option buttons to choose either a MAPI or SMTP e-mail client.

DropChute Pro

- ❑ The MAPI radio button is not available in DropChute Lite. For MAPI, select a profile from the drop-down list, or create a new profile using the **New Profile...** button.

❖ **Note:** *If you have an e-mail client that only supports simple MAPI, the drop-down list and **New Profile...** button are disabled. If your client doesn't support MAPI, all MAPI-related controls are unavailable.*

- For SMTP, enter your Internet e-mail address and the name (or IP address) of your SMTP server (for example, mail.myISP.net or 200.200.199.199).
4. Click **OK** to close the Options notebook.

Displaying the DropChute System Tray Icon



DropChute
System Tray
Icon

The System Tray is in the Windows Taskbar — on the far right for a horizontally docked Taskbar, and generally on the bottom for a vertically docked Taskbar. The DropChute icon appears in the System Tray under the following conditions:

- Whenever DropChute is waiting for calls. The chute appears yellow when you're waiting for calls. It appears green when you're connected with another person.
- Whenever you select **Show DropChute in the Taskbar, even when I am not waiting for calls**. If you're not waiting for calls or not connected with another person, the chute appears gray.
- Whenever you execute DropChute from the **Start** menu.

Windows has the capability to automatically hide the Taskbar when you aren't using it. To display a hidden Taskbar, simply move your mouse pointer to the border where you have the Taskbar docked.

If the DropChute icon isn't in the System Tray, select **DropChute** from the **Programs/DropChute** cascade menu in the Windows **Start** menu.

With the Taskbar visible, simply click on the DropChute icon in the System Tray with the right mouse button. This displays the DropChute pop-up menu (see *Using the DropChute System Tray Icon Pop-up Menu* on page 3-16).

Drag and Drop

The term drag and drop refers to the technique of selecting one or more objects, usually with your mouse, and moving the object(s) somewhere else. Drag and drop is a technique generally available for various types of objects in Windows.

In DropChute, the term drag and drop refers to your ability to select and send files to another user by moving the files to the icon representing the other person. It also refers to your ability to copy entries to your desktop.

Exchanging Names and Icons

DropChute lets you choose a name and icon to represent you on other systems. To provide another DropChute user with the name and icon you pick for yourself, both you and the other person must have certain options selected. The following procedure identifies the steps each of you must take to exchange names and icons.

Steps You Need to Take

Follow these steps to have your DropChute program ready to send your name and icon:

1. Display the DropChute Options notebook, see *Accessing Global Options for Placing and Answering Calls* on page 3-3.
2. Select the My Name and Address tab.
3. Enter a name for yourself in the **My name, as it will appear on the other PC** edit field.
4. To send an icon to represent you, click the **Select icon...** button.
5. Select an icon from the scrollable list, or click the **Browse...** button to locate a directory with additional icon (**.ico**) files.
6. Click **OK** to make the selected icon the one to represent you.

Steps the Other Person Needs to Take

For the other person to receive your icon, he/she must follow the steps in *Changing an Entry's Icon* on page 3-55, and make sure the **When the other person's icon selection arrives, use it instead of this icon** radio button is selected. You must follow these same procedures to accept another's icon for display on your system.

Using Pop-up Menus

Pop-up menus (sometimes called context or shortcut menus) appear near the mouse pointer when you click mouse button 2 (normally the right button). The term pop-up menu refers to the fact that the displayed menu appears at the mouse pointer location, and the menu items depend on location of the pointer, type of window currently active, and application.

In DropChute, pop-up menus provide an additional technique for performing commonly used functions. You can access all items in DropChute pop-up menus through menu bar selections or the toolbar (if it's displayed). The advantage of pop-up menus is that they are right there — at the object you're working with. The pop-up menu is just one mouse-click away, and it contains only those options pertinent to your present operation or object.

The following sections describe pop-up menus available in DropChute.

Using Chat Pop-up Menus

DropChute displays the same pop-up menu regardless of where you click (or press) mouse button 2 in the Chat panel of the DropChute session window (see *Using the DropChute Chat Window* on page 3-35). The menu has the following items:

- | | |
|---|--|
|  | Allow Docking Selecting this item toggles a check mark by the menu item. When you unselect this option, DropChute undocks the Chat panel and displays it in a self-contained window. Before attempting to redock the window (see <i>Docking and Undocking the Chat Window</i> on page 3-38), you must reselect this menu. |
|  | Hide Selecting this menu item removes the Chat panel (or window). To redisplay the Chat panel (or window) select V iew/ C hat window. |
| Cut Button | Cut This menu item is available when you have text selected in either the composition or history panel. C ut removes selected text and places it in the Windows clipboard. |
|  | Copy This menu item is available when you have text selected in either the composition or history panel. C opy places selected text in the Windows clipboard. |
| Copy Button | Paste This menu item is available when you have text in the Windows clipboard and your insertion pointer is in the composition panel. Paste inserts text at the current insertion pointer location. |
|  | My Chat Font Displays a standard Windows dialog that lets you select a font, font style, size, color, and other font characteristics for the entries in the history panel that correspond to your messages. Changing the font changes both past and future messages. |
| Paste Button | Their Chat Font Displays a standard Windows dialog that lets you select a font, font style, size, color, and other font characteristics for the |

entries in the history panel that correspond to the other person's messages. Changing the font changes both past and future messages.



Page Setup...

This button displays a standard Windows **Page Setup** dialog that lets you specify paper source, orientation, and margins.

Print Preview

Displays a print preview window showing the current contents of the history panel.

Print Preview



Print

Prints the current contents of the receive panel.

Print Button

Using Phonebook Pop-up Menus

Different pop-up menus appear in the Phonebook window depending on where your mouse pointer is located when you click mouse button 2.

In File Selector

If your mouse pointer is over a folder or file in the File Selector when you click mouse button 2, the pop-up menu has the following items:

- Open** Performs the default open action. For example, **.doc** files might open the file in Word or WordPad.
- Delete** Deletes selected files or folders.
- Select **A**ll** Selects all drives, folders, or files in the folder.

With your mouse pointer over a blank area of the File Selector when you click mouse button 2, the pop-up menu has the following items in addition to **Select All**:

- Allow Docking** This checkable menu item determines whether or not you want to allow the File Selector window to appear docked in the Phonebook window. By default, this menu item is selected. Unselecting this menu item floats the File Selector in its own window. To redock the File Selector, check this menu item and

either double-click the File Selector's title bar, or drag the window to one of the Phonebook window borders.

- H**ide Selecting this menu item is the same as unselecting the **V**iew/**F**ile Selector menu item. In either case, DropChute removes the File Selector from the Phonebook window. To redisplay it, select **V**iew/**F**ile Selector again.
- V**iew This cascade menu has items that let you choose between a **L**arge Icons, **L**ist, and **D**etails view of your folders and files. These views are the same as similar options in the Windows Explorer.

Over a DropChute Entry in the Phonebook Panel

With your mouse pointer over a DropChute entry when you click mouse button 2, the pop-up menu that appears includes the following items:

- O**pen Opens a DropChute session window for the current entry.
<entry_name>
- C**hat with Makes a connection to the person represented by the current DropChute entry to start a Chat session
<entry_name>
(see *Using the DropChute Chat Window* on page 3-35).
- S**end a Note Displays a dialog that lets you type a note to the other person, and then connects to the person represented by the current DropChute entry. If you have files queued for this person, DropChute asks if you want to send the files with the note. Otherwise DropChute disconnects as soon as it transmits the note.
- P**ick Up Queued
Files Makes a connection to the person represented by the current DropChute entry. If the other person has files queued for you, DropChute receives those files, places them in your DropChute Deliveries folder, and then disconnects.
- R**un Delivery
Wizard Displays the DropChute Delivery Wizard
(see *Using DropChute Delivery* on page 3-30).
- D**isconnect Disconnects the current entry if it's currently connected.
- S**how their IP
Address This cascade menu either shows the other person's current IP address or **N**one, if the other person is not currently connected to the Internet or intranet.

P roperties for <entry_name>...	Displays the properties notebook for the entry with the Description properties page visible.
D elate <entry_name>	Deletes the current DropChute entry from the Phonebook. If you have copies of this entry, they are also deleted (see <i>Deleting DropChute Entries</i> on page 3-49).
R ename <entry_name>	Displays the properties notebook for the entry with the Description properties page visible. To rename the entry, simply type a new name in the Entry name edit field (see <i>Renaming DropChute Entries</i> on page 3-53).

Anywhere Else in the Phonebook Panel

With your mouse pointer anywhere other than over a DropChute entry when you click mouse button 2, the pop-up menu includes the following items:

W ait for Calls	Starts waiting for calls from any authorized caller (see <i>Waiting for Calls</i> on page 3-22). This entry is Wait for Calls When on the Internet if you have a Dial-Up Networking connection.
D ropChute O ptions...	Displays the DropChute Options notebook. For more information on this notebook, see <i>Accessing Global Options for Placing and Answering Calls</i> on page 3-3.
T emplate for New E ntries...	Displays the properties notebook that provides default values for new DropChute entries. For more information on this notebook, see <i>Setting Defaults for New DropChute Entries</i> on page 3-53.
V iew	This cascade menu has items that let you display DropChute entries as Large Icons , a List of entries, and in a Details view. The details view includes key entry parameters including: <ul style="list-style-type: none"> <input type="checkbox"/> Type — whether an entry is for a person with DropChute Lite, DropChute Pro, or DropChute Enterprise (based on the last connection). <input type="checkbox"/> Unique Name — the user's unique name. <input type="checkbox"/> Address and Phone — the other person's phone number (for dial-up connections) or IP address (for Internet or intranet connections). <input type="checkbox"/> Allow Answer — whether or not you want to let this person call you.
S elect A ll	Selects all entries in the phonebook.

Using Deliveries Log Pop-up Menus

Different pop-up menus appear in the Deliveries Log window depending on where your mouse pointer is located when you click mouse button 2.

In Folder Contents

If your mouse pointer is over a folder or file in the Folder Contents when you click mouse button 2, the pop-up menu has the following items:

- Open** Performs the default open action. For example, **.doc** files might open the file in Word or WordPad.
- Delete** Deletes selected folders and/or files from your hard disk.
- Select All** Selects all folders and/or files in the current folder.

If your mouse pointer is not over a folder or file in the Folder contents when you click mouse button 2, the pop-up menu has the following items in addition to **Select All**:

- Allow Docking** This checkable menu item determines whether or not you want to allow the Folder Contents window to appear docked in the Deliveries Log window. By default, this menu item is selected. Unselecting this menu item floats the Folder Contents in its own window. To redock the Folder Contents, check this menu item and either double-click the Folder Contents' title bar, or drag the window to one of the Deliveries Log window borders.
- Hide** Selecting this menu item is the same as unselecting the **View/Folder Contents** menu item. In either case, DropChute removes the Folder Contents from the Deliveries Log window. To redisplay it, select **View/Folder Contents** again.
- View** This cascade menu has items that let you choose between a **L**arge Icons, **L**ist, and **D**etails view of your folders and files. These views are the same as similar options in the Windows Explorer.

In the Event Log

The entries in the pop-up menu are:

- View Note** This entry appears when the event includes a note or cover note. Selecting this entry displays the note.

<u>S</u>how Folder	This menu item appears when you right-click a line containing a file that you received or sent. Selecting this item displays the folder listed in the Folder Contents.
<u>C</u>lear Log	Clears the Delivery Log for the selected entry.
<u>R</u>emove	Removes selected events from the Event Log, but doesn't remove any associated files.
Select <u>A</u>ll	Selects all events in the Event Log.

Using DropChute Session Window Pop-up Menus

Different pop-up menus appear in a session window depending on where your mouse pointer is located when you click mouse button 2.

In File Selector

These pop-up menu selections are the same as those that appear in the Phonebook File Selector (see *In File Selector* on page 3-11).

In Outbox Over a Filename

The only entries in the pop-up menu are:

<u>D</u>eliver Now	Selecting this option is the same as clicking the <u>D</u>eliver Now button or selecting <u>A</u>ction/<u>D</u>eliver Now . If you are not connected, DropChute connects you to the other person and sends the files in the Outbox.
<u>Q</u>ueue for Pickup	Selecting this option is the same as clicking the <u>Q</u>ueue for Pickup button or selecting <u>A</u>ction/<u>Q</u>ueue for Pickup . This menu item is available when you are not connected to the other person.
<u>R</u>emove	Removes selected files from the Outbox.
Select <u>A</u>ll	Selects all files in the Outbox.

Elsewhere In Outbox

The pop-up menu that appears when you click mouse button 2 includes the following items in addition to **Select All** when the mouse pointer is not over a file or folder:

- | | |
|--------------------------------|---|
| <u>D</u>eliver Now | Selecting this option is the same as clicking the <u>D</u>eliver Now button or selecting A ction/ <u>D</u>eliver Now . If you are not connected, DropChute connects you to the other person and sends the files in the Outbox. |
| <u>Q</u>ueue for Pickup | Selecting this option is the same as clicking the <u>Q</u>ueue for Pickup button or selecting A ction/ <u>Q</u>ueue for Pickup . This menu item is available when you are not connected to the other person. |
| <u>V</u>iew | This cascade menu has items that let you choose between a L arge Icons, L ist, and <u>D</u>etails view of your folders and files. These views are the same as similar options in the Windows Explorer. |

Using the DropChute System Tray Icon Pop-up Menu

By default, the DropChute icon appears in the Windows System Tray:

- Whenever DropChute is waiting for calls.
- Whenever you select **S**how DropChute in the Taskbar, even when I am not waiting for calls.
- Whenever you execute DropChute from the **S**tart menu.

To display the DropChute System Tray icon pop-up menu:

1. Locate the DropChute icon in the System Tray in the Windows Taskbar. For more information, see *Displaying the DropChute System Tray Icon* on page 3-8.
2. Use the right mouse button and click on the DropChute icon in the System Tray.
3. Select the desired menu operation from among the following:

- | | |
|------------------------------|---|
| <u>P</u>honebook | Displays the DropChute Phonebook window. This window lets you create and use DropChute entries. |
| <u>D</u>eliveries Log | Displays the DropChute Deliveries Log window. For more information on the Deliveries Log window, see <i>Using the Deliveries Log Window</i> on page 3-33. |

<u>N</u>ew DropChute Entry...	Displays the New Entry Wizard that helps you create a DropChute entry for someone (see <i>Creating DropChute Entries</i> on page 3-48). You can optionally start the Help Others wizard to prepare instructions for the other person when you've finished defining the entry.
H elp Other Users Get <u>S</u>et Up...	Displays the Help Others wizard to help another person get set up to use the DropChute Pro trial version, or DropChute Lite, the free version of DropChute.
<u>W</u>ait for Calls	Begins waiting for calls on the connections (modems, Internet, intranet) that you specified.
D ropChute <u>O</u>ptions...	Displays the Options notebook. For more information on the Options notebook, see <i>Accessing Global Options for Placing and Answering Calls</i> on page 3-3.
S how <u>M</u>y IP Address	This cascade menu either shows your current IP address or None , if you're not currently connected to the Internet or intranet.
<u>H</u>elp	Displays DropChute Help topics.
<u>E</u>xit	Removes DropChute from the System Tray and stops waiting for calls. Does not close any open DropChute windows.

Selecting Files

DropChute provides several techniques that you can use to select files for sending to another person. You can:

- Drag and Drop Files from Folder Windows
- Drag and Drop Files from the File Selector
- Use Windows Folders or a File Pop-up Menu to Select Files
- Send Files from Other Applications

Drag and Drop Files from Folder Windows

You can use folder windows (or the Windows Explorer) to select files and drag (see *Drag and Drop* on page 3-8) them onto:

- A DropChute entry in the DropChute Phonebook.
- A DropChute entry icon on your desktop (see *Copying DropChute Entries* on page 3-48).
- The Outbox, entry icon, the **Deliver Now** or **Queue for Pickup** button of an open DropChute session window.

Depending on selections you've made, DropChute either:

- Displays the Delivery Wizard (see *Using DropChute Delivery* on page 3-30).
- Connects with the other person and begins exchanging files.
- Sends an e-mail message to the other person and waits for them to connect with you to pick up files.

If enabled, the DropChute Delivery Wizard lets you modify your file selections and select other options before making a connection with the other person to exchange files. The Delivery Wizard includes an option that lets you suppress its display for future dropped files. To enable the wizard after you've suppressed it, change the option on the Delivery properties page for this entry (see *Changing Delivery Properties* on page 3-60).

Drag and Drop Files from the File Selector

With a DropChute session window open, you can display the File Selector using any of the following techniques:

- Select **View/File Selector** from the menu bar.
- Select **Window/File Selector** (available in the **Window** menu if selected in the **View** menu).

Once you have the File Selector displayed you can select files or folders using the following steps:

1. If necessary, use the drop-down list to navigate to the desired folder. You can also navigate to a folder by double-clicking on disk drive or folder icons in the File Selector.

2. Select files or folders in the File Selector that you want to send. Select files using standard Windows file selection techniques (see *File Selection* on page A-4).
3. You can queue files for delivery or have them immediately sent. Perform one of these operations:
 - To collect files from different folders or drives, drag the files or folders to the Outbox or onto the icon that represents the person in the Outbox. When you drag folders to the Outbox, all files in the folders appear in the Outbox.
 - ❖ **Note:** *If you have **Queue for Pickup** selected (it displays a check mark in the session window **File** menu and appears as a depressed button in the Outbox), you might want to unselect it (click the button to toggle it or unselect it in the menu) while you're selecting files. This will avoid a situation where someone picks up files while you're still selecting more files. Once you've finished selecting all files, click the **Queue for Pickup** button to toggle it on again.*
 - To immediately send selected files, drag them onto the **Deliver Now** button in the Outbox panel (see *Using DropChute Delivery* on page 3-30).
4. For collected files, click the **Deliver Now** button in the Outbox panel when you're ready to send the files.

Use Windows Folders or a File Pop-up Menu to Select Files

You can use a folder window (or Windows Explorer) to select files and send them using the Delivery Wizard. Follow these steps:

1. To open a folder window that contains the files you want to send, follow these steps:
 - a) Double-click the **My Computer** icon on your desktop.
 - b) Double-click drive C: (or any other drive that appears in this window).
 - c) Double-click My Documents (or any other folder that is in the path to your files). Continue double-clicking on folders until you arrive at the folder with the files you want to send.
2. Select one or more files or folders that you want to send. Select files or folders using standard Windows file selection techniques (see *File Selection* on page A-4).
 - ❖ **Note:** *Using this technique, all files you send must be in the same folder.*

3. Right-click on any selected file or folder.
4. From the pop-up menu that appears, select the DropChute entry from the **Send To/DropChute Entries** cascade menu. What happens next depends on the Delivery Wizard setting on the Delivery properties page (see *Changing Delivery Properties* on page 3-60). If you've elected to skip the Delivery Wizard, DropChute will immediately attempt to connect to the other person and send the selected files. If you haven't selected this option, DropChute displays the Delivery Wizard (see *Using DropChute Delivery* on page 3-30).

Send Files from Other Applications

You can right-click on filenames in any standard Windows **Open** or **Save As** dialog regardless of application. To do this, follow these steps:

1. Use the application **File/Open** (**C**tr**i**+**O**) or **File/Save As** (**A**lt+**F**, **A**lt+**A**) command.
2. Use the **Look in** or **Save in** drop-down to navigate to the correct folder, or double-click folder entries in the file and folder list.
3. Right-click on a file or folder in the file list. Generally, you can send files even if they are currently open in the application. However, Microsoft Office applications won't let you send open files.
4. Use the **Send To** cascade menu to select the **DropChute Entries** cascade. From there, select the DropChute entry that represents the person to whom you want to send the file.

Receiving Files

This section includes procedures that help you receive files from other DropChute users. The procedures in this section are:

- Picking Up Queued Files
- Receiving Notes
- Waiting for Calls
- When Receiving Is in Progress

Picking Up Queued Files

If you received a message that someone has files waiting for you to pick up, follow these steps:

1. Select the DropChute entry that represents the person who has the files queued for you. (Use one of the techniques defined in *Opening DropChute Entries* on page 3-53.)
2. You can either:
 - Open the entry. Then select **A**ction/**P**ick Up Queued **F**iles or click the **P**ick Up Queued Files button,
 - Right-click the DropChute entry, and select **P**ick **U**p Queued Files from the pop-up menu.



Pick Up
Queued Files
Button

Upon connection, you will automatically begin receiving any pending files.

Receiving Notes

You can have DropChute automatically display whenever a caller sends you a note. This occurs whether DropChute is open, closed, or minimized. To have DropChute automatically display the note, follow these steps:

1. Display the Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).
2. Click the Waiting for Calls tab.
3. Select the **W**hen callers send me notes check box.

❖ **Note:** *If you leave this check box unselected, DropChute stores the note in the DropChute Deliveries folder and makes an entry in the Event Log panel of the Deliveries Log window (see Using the Deliveries Log Window on page 3-33) without displaying the note.*

Deleting Notes

If you elect to keep notes sent to you (either explicitly after viewing them or implicitly because you don't display them — see above), DropChute saves the note in the DropChute Deliveries folder (or other folder you specified on the Receiving properties

page, see *Changing Receiving Folder and Properties* on page 3-58). To determine the filename and folder for a note and delete the file, follow these steps:

1. Display the DropChute Deliveries Log (see *Using the Deliveries Log Window* on page 3-33).
2. If necessary, filter and sort the Event Log by selecting an entry in the **Who** drop-down list; by selecting **Inbound** from the **Events** drop-down list; or by clicking on any of the column headings to help you find the note you want to delete.
3. Use information in the **Path** column to verify or modify the path of the folder displayed in the Folder Contents panel of the Deliveries Log window (see *Viewing Folders and Files Delivered to You* on page 3-34).
4. Use information in the **File Name** column to identify note files you want to delete. Select the files in the Folder Contents panel.
5. Use the  key or select **Delete** from the pop-up menu (see *Using Deliveries Log Pop-up Menus* on page 3-14).

Waiting for Calls



Wait for Calls
Button

To begin waiting for calls with DropChute, do one of the following:

- From any open DropChute window, click the **Wait for Calls** button on the toolbar.
- From any open DropChute window, select **File/Wait for Calls**.
- From the DropChute icon in the System Tray (see *Displaying the DropChute System Tray Icon* on page 3-8), select **Wait for Calls** from the icon pop-up menu.

❖ **Note:** When waiting for calls on the Internet or intranet, DropChute uses TCP/IP port 23. This may conflict with other applications. To customize the port DropChute uses, select the **Advanced...** button from the Connection page of the DropChute Options notebook (see *Options for Answering Calls* on page 3-62) and change the port number. When you do this, you must notify your correspondents to use the new port number when trying to connect with you.

❖ **Note:** For unattended waiting, make sure you unselect the **Ask for my consent each time anyone tries to connect with me** check box in the *Waiting for Calls* page of the Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3). You can then exit DropChute Phonebook and any other DropChute windows as long as you leave the DropChute icon in the System Tray.

When Receiving Is in Progress

You can have DropChute display a receiving progress dialog by selecting the **Show DropChute connecting and sending files (if not already showing)** check box in the Delivery properties page. The receiving progress dialog provides information about the number of files you are receiving, the current file, and whether or not various options are enabled (compression, HyperGuard virus filtering, and zip file extraction).

This dialog includes a **Disconnect when done** check box. Select this option to have DropChute disconnect the current session as soon as it receives the last file.

❖ **Note:** Only the caller has a **Disconnect when done** check box.

Sending Files

This section includes procedures that help you get ready to send files to other DropChute users. The procedures in this section are:

- Selecting and Queuing Files for Delivery or Pickup
- Sending Notes
- Sending File Updates
- Sending Notification
- Using DropChute Delivery
- When Sending Is in Progress

Selecting and Queuing Files for Delivery or Pickup

In DropChute, there are many ways to select files for delivery to another person. Once you've selected files, you can queue them for pickup or have DropChute connect to the other person and deliver the files (the other person must be waiting for calls for you to deliver files).

In addition, you can queue files for pickup and select **Deliver automatically the next time other person and I are both on the Internet** on the Delivery properties (see *Changing Delivery Properties* on page 3-60). Selecting this check box has DropChute monitor the address server for the other person when you are on the Internet. If the

other person appears (he/she must be waiting for calls), your DropChute automatically connects to the other computer to deliver files you've queued for that person to pickup.

Use one of the techniques described in the following sections to select files for delivery or pickup.

Dropping Files on a DropChute Entry

You can drop files on a DropChute entry (see *Drag and Drop Files from Folder Windows* on page 3-18) that appears on your desktop (see *Copying DropChute Entries* on page 3-48). To have these dropped files queued for pickup, you can:

- Always queue files without displaying the Delivery Wizard by selecting the **Queue for pickup** radio button in the Delivery properties page (see *Changing Delivery Properties* on page 3-60).
- On the second page of the Delivery Wizard, select the **Queue for pickup** radio button (see *Using DropChute Delivery* on page 3-30).

From a DropChute Entry Session Window

There are several techniques you can use to queue files for delivery or pickup when you are operating with an open DropChute session window (prior to connecting with the other person). In general, the steps are:

1. Create a DropChute entry (see *Creating DropChute Entries* on page 3-48), or open an existing DropChute entry (see *Opening DropChute Entries* on page 3-53).
2. Select files that you want to send and drop them on the Outbox. For procedures on specific techniques, refer to one or both of the following sections:
 - Drag and Drop Files from Folder Windows* on page 3-18.
 - Drag and Drop Files from the File Selector* on page 3-18.
3. Click one of the following buttons (or make equivalent selections from the **File** menu):
 - Queue for Pickup** — This button acts as a toggle switch. When selected, **Action/Queue for Pickup** has a check mark and DropChute automatically delivers any files in the Outbox when the other person connects with you

to pick up queued files. This button is unavailable when you are connected to the other person.

❖ **Note:** *Once you have queued files for pickup, you can exit all DropChute session windows (including windows with files queued) as long as the DropChute System Tray icon remains loaded with **Wait for Calls** selected in its pop-up menu (see Using the DropChute System Tray Icon Pop-up Menu on page 3-16).*

- Deliver Now** — This button unselects **Queue for Pickup**, connects with the other person if you're not already connected, and sends all files in the Outbox.

Sending Notes

DropChute provides techniques to automatically or manually send notes to another person.

Automatic Cover Notes

You can have DropChute prompt you for a cover note before it makes the connection and sends files you've dropped or placed in the Outbox. Once connected, DropChute sends the cover note, and depending on the other person's DropChute settings, he/she may choose to read the note while the two systems exchange files.

You can request a cover note as the default setting by selecting the **Prompt me for a cover note** check box in the Delivery properties page (see *Accessing Properties Pages* on page 3-5), or you can request to send a cover note when sending files using the Delivery Wizard (see *Using DropChute Delivery* on page 3-30).

Manual Notes

To send a note to another person, you can:

- Click the **Send a Note** button on a toolbar.
- Select **Send a Note** from a DropChute entry pop-up menu.
- Select **Send a Note** from the **File** menu in an open session window or the DropChute Phonebook.



Send a Note
Button

Any of these alternatives displays a dialog that lets you type your note (just like a cover note). If you have uncommitted files (**Queue for Pickup** isn't selected) in the Outbox for this person, DropChute asks if you want to send them with the note. If you click **Yes**, DropChute delivers the files with the cover note. If you click **No**, the files remain in the Outbox. The three buttons at the bottom of the dialog let you either:

- Queue for Pickup** — Adds the note to the Outbox, and waits for the other person to call before delivering the note.
- Deliver Now** — DropChute connects to the other person and sends the note. The  keyboard shortcut also sends the note.
- Cancel** — Dismisses the note without saving it.

❖ **Note:** *Notes sent by themselves (that is, without files) follow the same notification rules you define for files in the [Sending properties](#) page (see [Changing Sending Properties on page 3-59](#)).*

Responding to Notes

When you receive a note, it either appears on your screen at the time of delivery (depending on the selection you made on the [Waiting for Calls](#) page of the DropChute Options notebook — see [Accessing Global Options for Placing and Answering Calls](#) on page 3-3), or it appears in the Deliveries Log. In either case, when you view a note, you can click on the **Reply** button to send an immediate response to the other person.

When you reply to a note, the original note appears in the **Note** dialog. When you finish typing your response, you can click **Queue for Pickup** or **Deliver Now**, or press the  keyboard shortcut to send the note.

Sending File Updates

Technical support groups in large organizations can use DropChute to update selected files scattered throughout a disk folder structure on users' PCs. The best way to do this is to ensure that the system used to update users has the same folder structure (for common folders) as all user PCs. Then follow these steps:

1. On the sending PC, make sure you select **Send folder structure with files** in the [Sending properties](#) page (see [Changing Sending Properties on page 3-59](#)) for all user DropChute entries.

2. Make sure user PCs have a technical support DropChute entry with appropriate settings on the Receiving properties page. Verify that:
 - All user PCs have the **Duplicate sender's folder structure in my receive folder** check box selected for the technical support DropChute entry.
 - All user PCs have the **Folder for files I receive** set to **C:** \ (or whatever drive letter is appropriate) for the technical support DropChute entry in the Receiving properties page (see *Changing Receiving Folder and Properties* on page 3-58).
 - Users select the **Refuse unless newer** radio button in the **If file already exists** group box of the Receiving properties page if they want to avoid the potential of overwriting newer files that already reside on their system.
3. The technical support person opens the DropChute entry for the user requiring updated files, selects files for delivery, and makes sure that the folder structure of the sending PC is the same as the folder structure on the receiving PC.

DropChute Enterprise

- ❖ *Note: Technical support groups in large organizations will benefit from DropChute Enterprise. With Enterprise, you can specify an Auto-Delivery folder with a distribution list of users that will automatically receive files placed in this folder.*

4. Once files are selected, click **Deliver Now** to deliver the files.

Sending Notification

There are several types of notifications that DropChute will provide when you send files. You can select the type and method of notification when you click the **Deliver Now** or **Queue for Pickup** buttons in an open DropChute session window or when you use the Delivery Wizard.

You can specify default actions for notification in the Delivery and Sending properties pages. The notifications you can specify in the properties pages and in the Delivery Wizard are:

- Notify Other Person to Pick up Files
- Success Notification
- Failure Notification

Notify Other Person to Pick up Files

Select this option when you want the other person to connect with you to receive queued files. This option lets other people pickup files from you at their convenience. This is important for people who don't have a full-time connection to the Internet, or don't leave their computers setup to wait for calls around the clock. It may also be necessary in some firewall situations (see *Using DropChute Behind a Firewall* on page 3-73).

Selecting the **Notify other person of files to pick up** check box in the Delivery properties page (see *Accessing Properties Pages* on page 3-5) or in the Delivery Wizard (see *Using DropChute Delivery* on page 3-30) sends an e-mail message to the other person that files are waiting for pickup. When you select this check box, the corresponding **Notification** button becomes available. Selecting this button displays the **Notify Other Person to Pick Up Files** dialog.

Use the **Notify Other Person to Pick Up Files** dialog to specify an e-mail address. You can send an e-mail message to any e-mail address. However, you must have Windows MAPI or SMTP set up on your PC with a profile that lets you send e-mail out through the Internet (for more information, see *MAPI or SMTP Mail with DropChute* on page 3-29).

Success Notification

DropChute Pro

To get DropChute to notify you when it has completed sending all files, select the **Notify me when delivery is complete** check box in the Sending properties page (see *Accessing Properties Pages* on page 3-5) or in the Delivery Wizard (see *Using DropChute Delivery* on page 3-30). When you select this check box, the corresponding **Notification...** button becomes available. Selecting this button displays the **Success Notification** dialog.

Use the **Success Notification** dialog to have DropChute pop-up a confirmation message on your PC or send an e-mail message. You can send an e-mail message to any e-mail address. However, you must have Windows MAPI or SMTP set up on your PC with a profile that lets you send e-mail out through the Internet (for more information, see *MAPI or SMTP Mail with DropChute* on page 3-29).

Failure Notification

DropChute Enterprise

You can have DropChute notify you when it takes too long to deliver files. You can specify a deadline for completing the delivery in the Sending properties page (see *Accessing Properties Pages* on page 3-5) or in the Delivery Wizard (see *Using DropChute Delivery* on page 3-30). When you select the **Notify me if unable to deliver by...** check box, the corresponding **Set Deadline...** and **Notification...** buttons become available.

Select the **Set Deadline...** button to display the **Set Delivery Deadline** dialog. Use this dialog to set a deadline for completing delivery of all selected files. To set a deadline, you specify the **Additional time to allow** with the associated spin buttons.

DropChute calculates the delivery deadline based on the current time, the time estimated to send the number of bytes queued, and the **Additional time to allow** value. If you modify a delivery by adding files to an existing on-going file exchange, DropChute recalculates the deadline based on the new present time, the number of bytes remaining (including the new files), and the **Additional time to allow** value.

Select the **Notification...** button to display the **Failure Notification** dialog. Use this dialog to have DropChute pop up a message on your PC or send an e-mail message if it hasn't been able to send all selected files by the specified delivery deadline. You can send an e-mail message to any e-mail address. However, you must have Windows MAPI or SMTP set up on your PC with a profile that lets you send e-mail out through the Internet (for more information, see *MAPI or SMTP Mail with DropChute*, below).

MAPI or SMTP Mail with DropChute

By default, DropChute uses its own small e-mail client to send messages using the Simple Mail Transfer Protocol (SMTP) mail to send e-mail notifications. DropChute Pro users can select the Microsoft Messaging Application Programming Interface (MAPI) instead of SMTP.

When DropChute sends messages using SMTP, it needs to know your e-mail address and SMTP server name (or address). The first time DropChute needs to use SMTP, it displays the **Invalid SMTP Settings** dialog if you haven't previously set the SMTP parameters.

DropChute Pro

DropChute Pro users with MAPI intranet e-mail services can override the default and elect to use MAPI to send DropChute messages. An advantage of MAPI is that it logs all e-mail messages providing a history of what was sent and to whom.

Depending on the e-mail client you have installed on your computer, you may have either Simple MAPI, Extended MAPI, or neither. The two versions of MAPI have different capabilities, so DropChute must interact with them (and you) differently depending on what it finds on your system.

With MAPI selected, DropChute Pro determines the type of MAPI available on your computer. Simple MAPI has only one mail profile, so DropChute automatically uses that profile to send e-mail notifications. Extended MAPI, however, supports multiple profiles. Before DropChute can send an e-mail message on a system with Extended MAPI, it must ask you which mail profile to use. Therefore, the first time DropChute tries to send a notification (or an e-mail message for a couple of other possible reasons) on a system with Extended MAPI, it displays the **Select a Mail Profile** dialog.

❖ *Note: DropChute grays out the **Profile...** button in the Notification dialogs if you have Simple MAPI. It grays out all MAPI settings if your e-mail client doesn't support either MAPI version.*

To select or create a mail profile, see *Configuring DropChute to Use Your E-Mail Client* on page 3-7.

Using DropChute Delivery

DropChute Delivery automatically connects to a DropChute entry that you've previously defined, and transmits files that you select. When you drop files on a DropChute entry icon on the desktop or in the DropChute Phonebook, DropChute displays a wizard (if it is enabled) that walks you through the process. The Delivery Wizard displays two pages to get information it needs. You can disable display of Wizard in the Delivery properties page.

When you disable display of the Delivery wizard, DropChute uses the settings you've specified in the Delivery and Sending properties pages (see *Changing Sending Properties* and *Changing Delivery Properties* on page 3-60) for delivery parameters.

There are several techniques you can use to send files with the Delivery Wizard.

From the Phonebook

Use one of these techniques:



Delivery
Wizard
Button

- ❑ Explicitly open the Delivery Wizard by clicking on the **Delivery Wizard** Toolbar button or by right-clicking the DropChute entry and selecting **Run Delivery Wizard** from the pop-up menu. Then drag files from the File Selector or folder window (Windows Explorer) onto the first page of the Delivery Wizard (see *Selecting Files* on page 3-17).
- ❑ Use the File Selector to locate the folder that contains files you want to transmit. Select the files using standard Windows file selection techniques, and drag the files onto the icon that represents the person to whom you want to send the files (see *Drag and Drop Files from the File Selector* on page 3-18). DropChute displays the Delivery Wizard (if it's enabled). Use the Delivery Wizard to specify how and when to send files.

From a Windows Desktop Icon

1. Locate the folder that contains the files you want to transmit (see *Drag and Drop Files from Folder Windows* on page 3-18).
2. Select the files using standard Windows file selection techniques, and drag the files onto the icon on the desktop.
3. Use the Delivery Wizard to specify how and when to send files.

When Sending Is in Progress

You can have DropChute display a sending progress dialog by selecting the **Show DropChute connecting and sending files (if not already showing)** check box in the Delivery properties page. The sending progress dialog provides information about the number of files being sent, the current file, and whether or not various options are enabled (compression, HyperGuard virus filtering, and zip file extraction).

This dialog includes a **Disconnect when done** check box. Select this option to have DropChute disconnect the current session as soon as it sends the last file.

❖ **Note:** Only the caller has a **Disconnect when done** check box.

Managing Files with the Outbox

The Outbox includes an icon that represents the person you want to connect to, a **Queue for Pickup** button, a **Deliver Now** button, and a panel with currently selected files. It also includes some status information (number of files selected, total size of all selected files, and an estimated time to send the files).

❖ *Note: DropChute calculates the estimated time to send files based on the size of the files collected and the average throughput to this person. Before your first file exchange with this person, DropChute bases its estimate on 28.8 kbps regardless of actual connection type. After the first file exchange, DropChute begins to collect and use actual throughput for this calculation.*

The area to the right of the icon contains files you have collected for sending. You can place files in this list several ways (see *Drag and Drop Files from Folder Windows* on page 3-18 and *Drag and Drop Files from the File Selector* on page 3-18). Once you have files in the Outbox, they remain there until you remove or send them — even if you close and reopen the program.

❖ *Note: The Outbox also includes an icon for a note that you've created, but DropChute hasn't delivered. The icon label is **!!Note**, which should generally cause it to appear at the top of the list in the Outbox. You can remove a note from the Outbox using the same techniques available for files (see *Removing Files from the Outbox* on page 3-33).*

Changing the File List View

By default, the file list in the Outbox appears as icons with filenames under each icon. You can change the file list view with the Outbox pop-up menu. To change the view, follow these steps:

1. Right-click anywhere (but not over a file entry) in the file list of the Outbox to display the pop-up menu.
2. Select the **View** cascade menu. This cascade menu has items that let you choose between a **Large Icons**, **List**, and **Details** view of your folders and files. These views are the same as similar options in folder windows or Windows Explorer.

Removing Files from the Outbox

To remove files from the Outbox, follow these steps:

1. Select the file or files you want to remove. You can use standard Windows multiple file selection techniques.
2. Do one of the following:
 - Press the **Delete** key.
 - Right-click on a selected entry to display the pop-up menu, and select **Remove**.

Either technique removes all selected files from the Outbox.

Sending Files in the Outbox

To send files in the Outbox, either:

- Click the **Deliver Now** button. If necessary, DropChute connects you to the other person.
- Press **Alt+D** keys.

Using the Deliveries Log Window



Deliveries
Log Button

The Deliveries Log window has its own menu bar, toolbar, Inbox panel, and an Event Log panel with log entries. You can display the Deliveries Log window by clicking the **Deliveries Log** button on the toolbar, selecting **Deliveries Log** from the System Tray icon (see *Displaying the DropChute System Tray Icon* on page 3-8), or by selecting **Window/Deliveries Log** in any DropChute window. You can also click the Deliveries Log icon that appears in the System Tray whenever there are new messages for you to view. Once displayed, you can use the Deliveries Log window to view a listing of files, folders, and notes delivered to you.

Viewing Folders and Files Delivered to You

You can use the Inbox panel of the Deliveries Log window to select a folder and see the files and folders that you have received in that folder. Unless you defined a unique deliveries folder in an entry's Receiving properties page, each entry has its own folder below the DropChute Deliveries folder.

❖ ***Note:** DropChute Setup suggests **C:\DropChute Deliveries** as the folder name, and places the folder in the root directory to avoid potential problems with lengthy path names. Windows restricts total path length including the drive letter, all folders in the path, and the filename to a maximum of 256 characters.*

To navigate to a particular folder you can do one of the following:

- If there is an event in the Event Log that has the folder path you're interested in, right-click the event, and select **Show Folder**.
- To navigate to any other folder, use the **Go to a different folder** drop-down list, click the **Up One Level** button, or double-click disk drive or folder icons in the Inbox panel.

Displaying the Event Log

By default, the Event Log panel appears in the upper-portion of the Deliveries Log window. This panel has two drop-down list panel tools. These drop-down lists provide filters for the contents of the Event Log and Inbox.

Events in the log consist of entries that show your connections to others, files you've sent or received, chat sessions you've initiated or received, and notes you've sent or received. When you open the Deliveries Log, any entries that you haven't previously viewed appear with a red star in the left margin. After you've seen an entry, DropChute removes its red star.

You can expand or shrink any column in the Event Log by positioning your mouse pointer over the dividing line between columns and dragging the column border in the desired direction.

Filtering Entries

The two drop-down lists in the Event Log toolbar provide filtering of entries that appear in the Event Log and Inbox. The drop-down filters are:

Events

This drop-down list has the following options:

- Inbound** — Shows incoming file and message events (notes and chat requests) for the selected person (or everyone).
- Outbound** — Shows outgoing file and message events (notes and chat requests) for the selected person (or everyone).
- All** — Shows both incoming and outgoing file and message events (notes and chat requests) for the selected person (or everyone).
- All (Full Details)** — The same as All with additional connection details.

Who

This drop-down list includes all your DropChute entries, plus **<All Entries>**. Selecting an entry in the drop-down list displays events for that entry and the Inbox shows the receive folder for that entry. **<All Entries>** shows events for everyone and the top-level DropChute Deliveries folder in the Inbox.

Sorting the Deliveries Log

You can sort entries in the Event Log in either ascending or descending order by Date and Time, Event, Entry Name, File Name, or Path (the columns of information in the Event Log panel). By default, entries appear in the list in newest to oldest order with the newest events at the top of the list. To change the sort order of any column, simply click the column title. Clicking the column title again reverses the sort order.

Using the DropChute Chat Window

When connected to a computer running DropChute, you can open a dockable Chat window and carry on an online verbal or written dialog with the person at the other

computer. The Chat window has a history panel and a composition panel for written communication, and includes button control and status bar for verbal communication if you have a sound card and microphone on your system.

The history panel shows all typed messages exchanged between you and the other person during this session. The composition panel lets you type and edit text before sending it to the other person. For more information on verbal communication between you and another person using DropChute, see *Using DropChute Voice Communications* on page 3-39.

Among the procedures required to chat are:

- Displaying the Chat Window
- Connecting to Chat
- Checking to See if the Other Person is Present
- Changing Font Style or Color
- Docking and Undocking the Chat Window
- Editing Text in the Chat Window
- Sending Text in the Chat Window
- Printing Text in the Chat Window
- Hiding the Chat Window

Displaying the Chat Window

By default, the Chat window appears docked above Status Bar with one line in the composition panel and as many lines as possible in the history panel. If you have previously closed or floated the Chat window and it isn't visible, you can display it by following these steps:

1. In a DropChute session window, make sure **C**hat window is selected in the **V**iew menu. If it isn't, select it.
2. If **V**iew/**C**hat Window is selected and the window isn't visible, bring the floating window to the foreground and make it active by selecting **W**indow/**C**hat **W**indow.

Connecting to Chat



Chat Button

You can select **Chat with <entry_name>** from a DropChute entry pop-up menu or the **File** menu in an open session window or the DropChute Phonebook. Session windows and the Phonebook also have a **Chat** button on their toolbars. Any of these alternatives attempts to connect to the other person (if you're not already connected) and begins Chat mode (see *Checking to See if the Other Person is Present*, below). The other person must be waiting for calls for you to be able to connect. When you're done chatting, you must manually disconnect from the other person.

- ❖ **Note:** *If you have files in the Outbox when you begin a chat session and don't have Queue for Pickup selected, DropChute will only send the files after you click the Deliver Now button.*
- ❖ **Note:** *Either person can disconnect from a chat session. However, if you begin a file exchange, only the person who made the call can select disconnect from the sending or receiving progress dialog.*

Checking to See if the Other Person is Present



Beep Other User Button

Upon successful connection with the other person, the status bar of the DropChute session window for that person indicates that you are connected. However, the other person may have disabled the option to have DropChute display automatically when others connect to chat (see *Options for Answering Calls* on page 3-62). To see if the other person is present, follow these steps:

1. Type your greeting message in the composition panel including a request for a response, and send it.
2. Signal their computer by clicking the **Beep Other User** button on the Chat panel toolbar. If the other person has multi-media sound with speakers turned on, he/she will hear a tone through the speakers. Otherwise, the PC speaker chimes.

Changing Font Style or Color

By default DropChute uses two different colors in the history panel of the Chat window to highlight text you typed and text the other person typed. You can change the colors by selecting **My Chat Font...** and/or **Their Chat Font...** from the Chat window pop-up menu.

These selections display a Windows standard font dialog that lets you select a font (Arial, MS Sans Serif, etc.), font style (bold, italic, etc.), size (in points), and color. In both cases, your choices only change the display in your Chat window. The other person's Chat window is unaffected.

Docking and Undocking the Chat Window

To dock a floating Chat window, follow these steps:

1. Position your mouse pointer over the Chat window title bar.
2. Right-click on the Chat Window and make sure **Allow Docking** is selected.
3. Then either:
 - Double-click the title bar to return the Chat window to its former docked position.
 - Follow these steps:
 - a. Drag the Chat window (an outline appears and moves with your mouse pointer) to a border where you want to dock it. As you approach a border, the outline jumps into a tentative position.
 - b. Continue to drag the outline to the position where you want it.
 - c. Release the mouse button when the outline is in position and the window jumps to fill the outline.

To undock the Chat window, follow these steps:

1. Position your mouse pointer over the Chat title bar.
2. Either:
 - Double-click the title bar.
 - Right-click on the Chat Window and unselect **Allow Docking**.
 - Follow these steps:
 - a. Drag the window (an outline appears and moves with your mouse pointer) away from its docked position.
 - b. Continue to drag the outline to the position where you want it.
 - c. Release the mouse button when the outline is in position and the window jumps to fill the outline.

Editing Text in the Chat Window



Cut Copy and Paste Buttons

You can edit text in the composition panel using standard Windows techniques including word and line highlighting, cutting, and pasting. You can use **Cut**, **Copy**, and **Paste** selections in the session window **E**dit menu or use the equivalent buttons on the Chat window button bar. These selections are also available in the context menu that appears when you click your right mouse button with the mouse pointer in the Chat window. Context menus have different options depending on where you position the mouse pointer before clicking the right mouse button (see *Using Chat Pop-up Menus* on page 3-10).

Sending Text in the Chat Window

To send text that you've typed or pasted in the composition panel of the Chat window, press **Enter**. DropChute sends text in the lower panel and clears the panel. The message appears in the upper panel to show a complete history of your conversation.

Printing Text in the Chat Window

To print text in the Chat window, select **Print** or **Print Preview** from the pop-up menu. Print Preview replaces the DropChute session window with a Windows standard preview window. You can **Print**, **Zoom In** or **Zoom Out**, view additional pages, or **Close** the preview window using buttons on the toolbar.

Hiding the Chat Window

To hide the chat window, you can:

- Select **V**iew and unselect the **C**hat Window entry.
- Select **H**ide from the Chat window pop-up menu.

Using DropChute Voice Communications

If you and the person you connect to both have sound cards and microphones, you can use voice communications while you exchange files, written notes, or chat messages.

To help you set up your voice communications, DropChute includes test capabilities that you should use before trying to connect with someone else.

Once you've established voice communication with someone, you can usually carry on a normal conversation (if you both have full duplex sound cards). However, in some situations, you may find it necessary to speak as if you are using a walky-talky — with only one person speaking at a time.

❖ *Note: Many sound cards support full duplex conversation, but the sound card drivers only support half duplex (permitting only one person to speak at a time). If you have difficulty talking with others, check with your sound card vendor to see if there are updated drivers available that support full duplex operation. Also, we highly recommend a headset with a noise reducing microphone.*

Setting Up DropChute Voice Communications

To set up DropChute for voice communications, follow these steps:

1. Set up your sound card. For optimal performance, we recommend that you use a headset microphone with noise reduction rather than a built-in or free-standing microphone. If you use a built-in or free-standing microphone, you may find it necessary to lean very close to the microphone for DropChute to achieve proper response to your voice.
2. Display the DropChute Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).
3. Select the Audio tab. If the Options notebook doesn't include an Audio tab, Windows hasn't recognized your sound card. See your sound card or Windows documentation to correct this problem. Make sure you exit and restart DropChute after installing and configuring a sound card.
4. Click the **M**icrophone Setup Wizard... button to run a wizard to adjust the recording volume setting for your microphone.
5. Initially, you should test your microphone with the **A**utomatic voice activation (VOX) radio button in the **M**icrophone Activation group selected. With this radio button selected, DropChute tries to recognize when you start and stop speaking. Click the **T**est button and speak into the microphone.
 - ❑ Initially, the bar below the **T**est button may have a small blue section and the word **L**isten appears in the bar.

- ❑ When you speak, the bar below the **I**est button should appear green and move to the right. The louder you speak the further to the right the bar should go. The word **Record** appears in the bar.
 - ❑ When you finish speaking, the bar turns blue, and the word **Play** appears in the bar.
6. Use the three slider bars in the **Automatic voice activation (VOX)** group to adjust the sensitivity of the audio response to your speaking voice. The slider bars are:

Start Volume	Use this slider bar to set the threshold for initial activation. If you see that your initial word is being clipped, lower the slider. If it appears that recording starts when you're not speaking, raise the slider.
Stop Volume	Use this slider to set the threshold for when you stop speaking. If recording continues long after you stop speaking, lower this slider. If recording stops too soon, you may need to raise this slider (see also, Stop Delay).
Stop Delay	Use this slider to indicate a time delay that you want to use between the time you stop speaking and recording stops. If recording stops between words or sentences, you increase this slider. If recording continues long after you've stopped speaking, you may need to lower this slider or adjust Stop Volume .

If your adjustments seem to have made things worse and you want to start over, click the **Restore Default Settings** button.

❖ **Note:** *If you can't get the program to correctly recognize when you start and stop speaking, you may need to select the **Manual activation** radio button in the **Microphone Activation** group. With this radio button selected, you must press the **F11** key to talk and release the key to listen. You can also place your mouse pointer over the microphone button in the Chat window. Press your mouse button to talk and release it to listen.*

7. When you're satisfied with the way DropChute responds to your microphone, click the **OK** button and make your connection to chat with the other person.

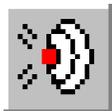
Talking to Another Person Through DropChute

Before you try to talk to another person using DropChute, make a connection to chat, send files, or pick up queued files. It's a good idea to send a written chat message to make sure the other person is there and ready to use voice communication. Once you're both ready, start talking. Here are steps to follow:

1. Connect to the other person normally. You can use any of the following procedures to make your connection:
 - Picking Up Queued Files* on page 3-21
 - Receiving Notes* on page 3-21
 - Sending Notes* on page 3-25
 - Sending Files in the Outbox* on page 3-33
 - Connecting to Chat* on page 3-37
 2. If the microphone button in your Chat window composition panel title bar is grayed out, one of two conditions is true:
 - Your sound card and microphone aren't correctly configured (see *Setting Up DropChute Voice Communications* on page 3-40).
 - The other person doesn't have a sound card. You can't use voice communication.
 3. In the Chat window composition panel, type a message asking if the other person is ready for voice communication. If you don't get a response, try clicking the **Beep Other User** button to get the other person's attention.
 4. Click the Microphone button to begin voice communication. If you have difficulty getting proper audio response to your voice, you can manually switch between talk and listen mode by pressing and releasing the **F11** key. If you are in manual activation mode (see *Setting Up DropChute Voice Communications* on page 3-40), you can also press and release the left mouse button while the mouse pointer is over the microphone button.
- ❖ **Note:** *If either you or the other person has a half-duplex sound card, only one person can talk at a time. You can use the **F11** key (or microphone button in manual activation mode) to interrupt the other person.*



Microphone
Button



Beep Other
User Button

Understanding Voice Communications Messages

Various messages may appear in the voice chat meter. The messages and steps you can take to try to resolve possible problems are:

Click for Voice Chat	Voice chat appears to be available on your computer and on the other person's PC. Click the microphone button to initiate voice chat.
Configuration Error	<p>You lack GSM 6.10 codec or have it incorrectly configured. To correct this problem, follow these steps:</p> <ol style="list-style-type: none">1. Select Start/Settings/Control Panel to display the Windows Control Panel.2. Double-click the Multimedia icon.3. Depending on your system, select the following tab:<ul style="list-style-type: none"><input type="checkbox"/> In Windows 95, click the Advanced tab.<input type="checkbox"/> In Windows 98 or Windows NT, click the Devices tab.4. Scroll down to the Audio Compression Codecs entry, and click the plus icon to display the list of audio codecs.5. Find the Microsoft GSM 6.10 Audio CODEC entry and select it. Then click the Properties button.6. Make sure the Use this audio code radio button is selected.7. Click the Settings... button to display the configuration dialog.8. The preferred settings for both drop-downs in this dialog is All rates. Make that selection for both of them, and click the OK button.9. Click OK in Codec Properties dialog, and in the Multimedia Properties window.10. Close the DropChute entry window, and reopen it to see if this corrected the problem. If not, contact Hilgraeve Customer Support (see <i>Hilgraeve Customer Support</i> on page xii).

No sound card detected	Your PC has no sound card or it is incorrectly configured. Contact your PC vendor or sound card manufacturer if you have a sound card and this message appears. If your sound card works with other applications, contact Hilgraeve Customer Support (see <i>Hilgraeve Customer Support</i> on page xii).
Other user lacks audio Stand by	The other PC has voice chat disabled or lacks a sound card. This message appears when DropChute is in the process of establishing a voice connection.
Voice chat disabled	You have voice chat disabled on the Audio properties page. To correct this see <i>Accessing Global Options for Placing and Answering Calls</i> on page 3-3.

Working with DropChute Entries

DropChute entries represent people who have DropChute. These entries appear in the DropChute Phonebook as icons, as a list including a small icon and entry name, or as a detailed list with key information about each entry. The chute of a DropChute entry icon appears yellow when DropChute can detect that the person is online (when they're registered on an address server) and waiting for calls. The chute appears green when you're connected with that person.

❖ **Note:** *If support for the waiting for calls status color causes unacceptable network traffic, you can disable this feature by unselecting **Show waiting-for-calls status of my DropChute entries** in the General page of the Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).*

DropChute entry icons may appear on your desktop. They also appear in the Phonebook and in the Windows **Send To** folder (and pop-up menu). You can select DropChute entries by right-clicking on a file in a folder window (or Windows Explorer) and selecting **DropChute Entries** from the **Send To** cascade in the file pop-up menu.

DropChute Lite and DropChute Pro save your DropChute entries and other settings in the Windows Registry. DropChute Enterprise saves this information in a special database. Because of the techniques used to store DropChute entries, you can't just copy actual DropChute entries from one folder or computer to another for the purpose

of backing up, moving, or copying the entries. (To copy entries to your desktop or other folders, see *Copying DropChute Entries* on page 3-48.)

DropChute provides two similar but fundamentally different techniques for backing up, moving, and copying entries. The techniques available are:

- ❑ **Backing Up and Restoring DropChute Settings** — Use this technique to back up all DropChute settings as well as all DropChute Entries. This technique is primarily for data recovery in the event of corruption of the Windows Registry (DropChute Lite and DropChute Pro) or the DropChute database (DropChute Enterprise).

DropChute Pro

- ❑ **Importing and Exporting DropChute Entries** — Use this technique to copy or move DropChute entries to another system. You can use export and import to share settings among groups of users. DropChute Lite does not support this capability.

Backing Up and Restoring DropChute Settings

With DropChute Lite and DropChute Pro, it is important that you maintain a current backup of your DropChute entries. If your Registry ever gets damaged, you may have to restore your DropChute entries. Other reasons for wanting to restore entries are:

- ❑ In some circumstances, re-installing Windows recreates your Registry file and you lose all information that was in the Registry.
- ❑ You want to uninstall DropChute and install it on a new computer. You must first backup your entries, uninstall DropChute, install it on the new computer, and then restore your entries on the new computer.
- ❑ If you replace your hard disk, you'll need to restore your DropChute entries.

Backing Up

To perform a backup, follow these steps:

1. Select **File/Back Up DropChute Settings...** from the Phonebook. This displays a standard Windows **Save As** dialog with the title **Save Backup As**.
2. Select the drive and folder for the backup.
3. DropChute writes a file with information from your Registry for all your DropChute entries.

Restoring

To perform a restore, follow these steps:

1. Select **F**ile/**R**estore... from the Phonebook. This displays a standard Windows **O**pen dialog with the title **Restore from Backup**.
2. Select the drive and folder that contains the backup.
3. Double-click (or select and click **O**pen) the DropChute backup file you want to restore. DropChute reads the file and uses the information in it to update your DropChute Phonebook.

Importing and Exporting DropChute Entries

DropChute Pro

DropChute Pro and DropChute Enterprise let you export entries so that you can provide a common set of entries for others to import. When you export entries, DropChute creates a file that includes all the selected entries. You can also export a pre-configured entry for yourself.

❖ **Note:** *An administrator can export a group of entries to make them available to all users. These exported entries include security information (see Setting Security Authorization on page 3-66). However, there are the following important considerations when exporting entries with security settings:*

- Any exported entry with **Unique name** or **Public-key security** (options one and four on the Security properties page, respectively), are immediately usable without each user modifying settings on the Security properties page.*
- Users must have installed DropChute and generated a public-key before the administrator defines and exports the user's entry with **Public-key security**. There is currently no way for an administrator to define a key in advance for someone else to use.*
- Once DropChute supports digital certificates, administrators will have the ability to obtain a person's digital key (for example, one issued by Verisign), and use it to create an entry to represent that person before the person has installed DropChute. If you plan to use digital certificates, contact Hilgraeve for information on the availability of this option.*

Exporting Entries

To export entries, follow these steps:

1. Use one of the following techniques to select entries you want to export:
 - Right-click in the Phonebook (not on an entry) to display the pop-up menu. Select **Select All** from the menu.
 - Use standard Windows multiple selection techniques to select specific entries — **Ctrl**+mouse click to pick individual entries; **Shift**+mouse click to select a range of entries.
2. Select **File/Export** to display a standard Windows **Save As** dialog with the title **Save Export As**. The default filename is **DCEXport**, and DropChute adds a **.exp** extension.
3. Select the drive and folder for the export file. You can also change the filename as desired.
4. Select the **Also include an entry to represent me** check box to include an entry for yourself in the export file.
5. Click the **Save** button to have DropChute write a binary file with configuration information for the selected DropChute entries.

Importing Entries

To import entries, follow these steps:

1. Select **File/Import DropChute Entries...** from the Phonebook. This displays a standard Windows **Open** dialog with the title **Import from File**.
2. Select the drive and folder that contains the backup.
3. Double-click (or select and click **Open**) the DropChute export file you want to import. DropChute reads the file and uses the information in it to update your DropChute Phonebook.

Creating DropChute Entries

DropChute includes a New Entry Wizard that makes it a snap to create new DropChute entries. You can use the Help Others wizard to provide instructions to others (by E-Mail, fax, or printout) with all the information they need to place calls to you (see *Helping Others Get Set Up* on page 3-50). You can even send a pre-configured entry representing you so the other person can immediately connect with you.

- ❖ **Note:** *The first time someone calls you, DropChute automatically creates an entry for the caller (if one doesn't already exist) if you have **Admit new callers and Create a DropChute entry to represent them** selected on the *Waiting for Calls* page of the *Options* notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3). At that time, the other DropChute sends the other person's name, icon he/she has chosen, and connection information.*



New Entry
Button

To access the New Entry Wizard, you can:

- Click the **New Entry** button in the toolbar of any DropChute window.
- Select **New DropChute Entry...** from the System Tray icon pop-up menu (see *Using the DropChute System Tray Icon Pop-up Menu* on page 3-16).
- Select **File/New DropChute Entry...** from the Phonebook window.

Then make selections in the wizard pages that are appropriate for the person you want to connect to. For detailed instructions, see *Creating DropChute Entries* on page 2-34.

Copying DropChute Entries

You can copy entries from the DropChute Phonebook, the desktop, or any other folder. The easiest way is to follow these steps:

1. Select a DropChute entry from:
 - DropChute Phonebook
 - The Desktop
 - Any folder
2. Use one of the following two procedures to copy entries:
 - Using the left-mouse button:
 - a. Use the left mouse button to drag the DropChute entry that you want as a desktop icon onto your Windows desktop.

b. Release the mouse button when you have the entry positioned where you want it on the desktop.

❑ Using the right-mouse button:

a. Use your right mouse button to drag selected entries to the desktop or any folder.

b. Release the button when you've positioned the icon.

c. Select **C**opy **H**ere from the pop-up menu that appears.

❖ **Note:** *When copying from a folder, don't select **C**reate **S**hortcut(s) **H**ere. Although a shortcut will work as well as a copy, DropChute can't delete it if you delete the corresponding entry.*

Copies of DropChute entries refer to the real entry stored in the Windows Registry (or database in DropChute Enterprise), so you can safely delete any copy that appears outside the Phonebook without impacting the real entry. Deleting an entry from the Phonebook deletes all registered copies (not shortcuts). Any shortcuts you've created become invalid.

Deleting DropChute Entries

To delete a DropChute entry, follow these steps:

1. Open the DropChute Phonebook by:

❑ Double-clicking the DropChute Phonebook icon on your desktop.

❑ Selecting **P**rograms/**D**ropChute/**P**honebook from the Windows **S**tart menu.

❑ Clicking on the DropChute icon in the Task Bar System Tray (see *Using the DropChute System Tray Icon Pop-up Menu* on page 3-16). Then select **P**honebook from the pop-up menu.

2. If you want to delete more than one entry, select the DropChute entries you want to delete. You can use standard Windows multiple selection techniques.

3. Right-click on the entry (or one of the selected entries) that you want to delete.

❖ **Note:** *You can't delete an entry that is currently open.*

4. Select **D**elute <entry_name> from the pop-up menu. This deletes the entry from the DropChute Phonebook, the **S**end To/DropChute Entries folder, any copies you may have made, and the Windows Registry.

Helping Others Get Set Up

With any version of DropChute, you can help others get a free trial version of DropChute Pro. You can also provide DropChute Lite, a free version of DropChute that lets others exchange files and chat with you or other DropChute users. You can give away an unlimited number of copies of the DropChute Lite program, or tell others where to download the program. You can also have DropChute create instructions for connecting with you. To do this, follow these steps:

1. Use one of the following techniques to start the wizard:
 - Select the **H**elp Other Users Get Set Up... from the DropChute pop-up menu (see *Using the DropChute System Tray Icon Pop-up Menu* on page 3-16).
 - Click the **H**elp Other Users Get Set Up button in the Phonebook toolbar.
 - Select **F**ile/**H**elp Other Users Get Set Up from the Phonebook or any session window.
2. The wizard leads you through a series of pages that let you specify how the other person will get DropChute, how the other person can connect with you, and the best time to connect with you.
 - a) Select one of the radio buttons on the first page of the wizard. Your choices are:
 - S**end a free version as an e-mail attachment along with instructions — This selection displays a brief message (that you can disable) to tell you that DropChute will send the other person an e-mail message. The e-mail message includes a small setup program as an attachment. The e-mail message tells the other person that running the attached setup program gives him/her the option to download DropChute Lite or the trial version of DropChute Pro over the Internet. In either case, you provide information that helps the other person contact you.
 - P**ut a free version on diskettes for me to give to the other person — This selection displays a brief message (that you can disable) to tell you that DropChute will copy an image from your

hard disk (if it is available) or the DropChute CD or the Internet. You may need up to three blank diskettes. You can copy either DropChute Lite or the trial version of DropChute Pro. In either case, you provide information that helps the other person contact you.

- Copy a free version onto my hard disk, I'll get it to them myself** — This selection displays a brief message (that you can disable) to tell you that DropChute will copy an image from your DropChute CD or the Internet to your hard disk. You can copy either DropChute Lite or the trial version of DropChute Pro. Then, you can give this program to others via a network connection, Zip disks, or recordable CDs. You also provide information that helps the other person contact you.
- Just e-mail the other person instructions telling them how to connect to me** — Select this option to send instructions on how to connect with you, and include instructions on how to obtain a copy of the program through the Internet.

b) The **Best Time for the Other Person to Connect with Me** lets you tell the other person when you're most likely to be waiting for calls.

3. You have an opportunity to edit the instructions that DropChute creates for you.

❖ **Note:** *If you click the **Back** button on the **Instructions for this Person** page, any edits you make will be lost.*

4. You can choose to print the instructions or send them by e-mail. To send instructions by e-mail, see *Configuring DropChute to Use Your E-Mail Client* on page 3-7.

Resolving Connection Problems

This section describes some situations and solutions to problems that may occur when you try to connect to another person. It appears in a question and answer format like the FAQ on the DropChute Web site. This is the start of a list that may grow as users report more situations to Hilgraeve Customer Support. For a complete, up-to-date list, check the FAQ available at www.hilgraeve.com/support/faq.

Q: DropChute sometimes finds others on the address server, but says they're not waiting. What is happening?

- A:** When users are waiting for calls on the Internet, they appear on the address server. If they are unexpectedly disconnected, DropChute cannot remove them from the address server. That user may appear on the address server for up to 5 minutes until the registration expires. Try again in 5 minutes.
- Q:** I know I'm using the correct unique name for my correspondent. I know the other person is waiting for calls and is connected to the Internet, but DropChute tells me that the other person isn't waiting. What could be wrong?
- A:** Early versions of DropChute Lite, DropChute Pro, and DropChute Enterprise are case sensitive when searching for unique names on the address server. The other person may be using mixed case for his/her unique name, or you may have entered the unique name with different upper/lower case letters. To work around this problem, both you and your correspondents should use all lower case letters for all unique names. An updated release of all three DropChute programs will automatically correct for upper/lower case unique names. Check the DropChute Web site to see if an enhanced version is available for download.

Modifying DropChute Entries

DropChute entries have properties that you may need to modify. You can access an entry's properties notebook from the DropChute session window or DropChute Phonebook window (see *Accessing Properties Pages* on page 3-5). In the Phonebook window, you can right-click on the entry and select **Properties for <entry_name>** from the pop-up menu.



Properties
Button

You can also display the properties notebook from a DropChute session window or the DropChute Phonebook by selecting **File/Properties for <entry_name>**, or clicking the **Properties** button in the toolbar.

Any of these actions will display the properties notebook with the Description properties page visible. You can then access any other properties page by clicking its tab.

Opening DropChute Entries

To open a session window for a DropChute entry, do one of the following:

- If you copied an icon for this user onto your desktop, double-click the desktop icon.
- Start DropChute Phonebook from the Start menu, from the DropChute icon in the System Tray (see *Using the DropChute System Tray Icon Pop-up Menu* on page 3-16), or by double-clicking the Phonebook icon on your desktop. Then:
 - Double-click the entry that represents the other person.
 - Single-click to select the entry that represents the other person, and then click the **Open Entry** button.



Open Entry
Button

Renaming DropChute Entries

To rename a DropChute entry, follow these steps:

1. Start DropChute Phonebook from the Start menu, from the DropChute icon in the System Tray (see *Using the DropChute System Tray Icon Pop-up Menu* on page 3-16), or by double-clicking the Phonebook icon on your desktop.
2. Right-click on the entry you want to rename.

❖ *Note:* You can't rename an entry that is currently open.

3. Select **Rename <entry_name>** from the pop-up menu. This displays a Rename Entry notebook with the Description properties page.
4. Simply change the name in the **Entry name** edit field. You can also change the icon that represents the entry. This changes the entry name in the Phonebook, the **Send To\DropChute Entries** folder, any copies you may have made, and the Windows Registry.

Setting Defaults for New DropChute Entries

You can establish defaults for new entries that you create with the New Entry Wizard and for entries that DropChute automatically creates whenever a new person calls you. To permit new callers to create their own entries (based on your defaults and their calling options), select **Admit new callers and Create a DropChute entry to**

represent them on the Waiting for Calls page of the Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).

To set the new DropChute entry defaults, select **Template for New Entries** from the **File** menu of any DropChute window. This displays the Template for New Entries notebook. This notebook is the same as the properties notebook that appears for any DropChute entry (see *Accessing Properties Pages* on page 3-5), however entry-specific options and parameters are grayed out (unavailable for modification).

❖ **Note:** When you permit new callers to create their own entry, they also specify an icon for themselves regardless of the setting of the radio button in the **Icon** group on the Description page of the Template for New Entries notebook.

Changing Properties Page Settings

The following sections describe procedures to modify settings in each page of the properties notebook.

Changing an Entry's Address or Phone Number

You can use the properties notebook to modify a DropChute entry's address or phone number. To do this, follow these steps:

1. Display the Address and Phone properties page as described in see *Accessing Properties Pages* on page 3-5.
2. You can type a new unique name (usually an e-mail address) in the edit field.
3. See the applicable section, below, for changing Internet or modem connection properties.
4. Click **OK** to close the properties notebook. Your changes take effect immediately.

Changing an Entry's Icon

You can use the properties notebook to modify a DropChute entry's icon. To do this, follow these steps:

1. Display the Description properties page as described in *Accessing Properties Pages* on page 3-5.
2. Click the **Select icon...** button to choose an icon for the entry. This displays the **Select Icon** dialog.
3. Select an icon from among those available, or click the **Browse...** button to add icon (**.ico**) file.
4. To permit the other person to select his/her own icon and send it to you, select the **When the other person's icon selection arrives, use it instead of this icon.** To prevent the other person from sending you an icon, select **Continue using the icon that I have selected.** In this case, your system refuses to accept transmission of an icon from the other person.
5. Click **OK** to close the properties notebook. Your changes take effect immediately.

Changing Internet Connection Properties

There are two places where you can change Internet connection parameters.

For Calls That You Place

You can use the properties notebook to modify a DropChute entry's connection information for calls that you place. To do this, follow these steps:

1. Display the Address and Phone properties page as described in *Accessing Properties Pages* on page 3-5.
2. Select the radio button that applies to the other person's situation:
 - If the other person dials into an Internet service provider (ISP) or is on an intranet that assigns dynamic IP addresses, you can still connect to him/her through an address server. Select the **When they are on the Internet, connect to them using address server** radio button.

You can also have DropChute call the other person's modem and direct his/her DropChute to meet you on the Internet. To do this, select the **Call the phone number below to signal their PC to connect to the Internet as needed** check box and complete the phone number information in the next section. If you have more than one Dial-Up Networking connection defined, see *Using DropChute with Multiple Dial-Up Networking Connections* on page 3-84.

❖ *Note:* If you have a local area network that requires TCP/IP and you want to use Windows Dial-Up Networking to make your connection to the Internet, you should check the Hilgraeve Web site at www.hilgraeve.com for a FAQ on this topic.

- If the other person has a permanent connection to the Internet or your intranet, you should select **Connect to them using their permanent IP address**, and enter or pick an Internet address from the drop-down list. You can enter a numeric IP address (such as, **206.42.134.99**) or a domain name (for example, **someone@hilgraeve.com**) in this edit field.
- If you only want to directly connect and exchange files by modem, select the **Call this phone number to connect by modem** radio button. Then complete the phone number information (see *Changing Modem Connection Properties* on page 3-57).

3. Few users need to bother with the **Advanced...** button. Use this button if you have multiple modems available on your system, if your support organization wants you to specify a specific address server.

❖ *Note:* Generally, you should leave the address server that appears in the edit field. The DropChute address server will work for most users. However, if you have a corporate intranet, your intranet must have a permanent, full-time connection to the Internet for you to reach the DropChute address server.

❖ *Note:* Some large corporate support groups might choose to establish their own address server (for instructions on doing this, contact Hilgraeve Customer Support). Change the address server only if instructed to do so by your network administrator or corporate technical support group.

4. Click **OK** to close the properties notebook.

To Specify How You Want to Wait for Internet Calls

This procedure is global for all DropChute entries (see *Options for Answering Calls* on page 3-62).

Changing Modem Connection Properties

There are two places where you can change modem connection parameters.

For Calls That You Place

You can use the properties notebook to modify a DropChute entry's modem connection information for calls that you place. To do this, follow these steps:

1. Display the Address and Phone properties page (see *Accessing Properties Pages* on page 3-5).
2. Select the **Call this phone number to connect by modem** radio button. Enter the **C**ountry code, **A**rea code, and **P**hone number for the other person's modem.
3. If you have more than one modem defined on your PC, click the **A**vanced... button to display the **Advanced Address and Phone Setup** dialog to specify which modem you want to use to make the connection. You must pre-define modems through Windows Control Panel (see your Windows online Help) before you can select them from the drop-down list in this dialog. After making your selections, click **OK** to close this dialog.
4. Click **OK** to close the properties notebook.

To Specify How You Want to Wait for Modem Calls

This procedure is global for all DropChute entries (see *Options for Answering Calls* on page 3-62).

Changing Receiving Folder and Properties

You can use the Receiving properties page to select a default folder for receiving files and folders from a person. To do this, follow these steps:

1. Display the Receiving properties page (see *Accessing Properties Pages* on page 3-5).
2. To select a default folder for receiving files and folders from this person you can:
 - Type the path to the folder you want to use.
 - Select a path from the drop-down history list. The history list saves the six most recent paths that you've used for this person.
 - Use the **B**rowse... button to find and select the path to the folder you want to use.
3. For DropChute Lite users, most selections on this page are grayed with specified defaults. The only additional selection available in DropChute Lite is in the **If receiving is interrupted** group box. In most cases, the default selection **Keep partial file so sender can resume** is appropriate. Choose the **D**iscard partial file radio button if you want to force the other person's DropChute to send the entire file upon re-connection.
4. Make other selections using the check boxes and radio buttons in this properties page:
 - By default the **D**uplicate sender's folder structure in my receive folder check box is selected. If the sender has the **S**end folder structure with files check box unselected (the default) for the DropChute entry that represents you, you will receive the sender's sub-folder files in your top-level receive folder. The sender must select **S**end folder structure with files check box for DropChute to duplicate his/her folder structure on your PC.
 - You must select **U**se received file date and time to make use of the Auto-skip feature in DropChute (for more information in Auto-Skip, see your online Help or page A-2 in Appendix A, *Glossary*). This option is selected by default.
 - Select **A**rm **H**yperGuard virus filter to have DropChute check all incoming files for viruses. HyperGuard even detects viruses in Zip and self-extracting **EXE** files.

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- ❑ Select **Expand .ZIP files** to have DropChute expand compressed zip files as you receive them. If the other person has password-protected the zip file or files within the zip file, DropChute cannot unzip the file on-the-fly. In this case, DropChute stores the zip file in the receive folder.
- ❖ **Note:** *If you have **Expand .ZIP files** and **Duplicate sender's folder structure in my receive folder** selected and you receive a zip file that contains path information, the zip file is extracted with the defined folder structure. Regardless of whether the embedded folder structure uses relative or absolute paths, the files appear under the receive folder for this person.*
- ❖ **Note:** *The **If file already exists** option does not apply when you select **Expand .ZIP files**. If zip files contain files that already exist, the arriving files overwrite existing files.*

5. Click **OK** when you've finished making your selections.

Changing Sending Properties

You can use the Sending properties page to select default parameters for sending files. These options are unavailable in DropChute Lite. To modify sending properties, follow these steps:

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1. Display the Sending properties page (see *Accessing Properties Pages* on page 3-5).
2. To send your folder structure along with the files and folders you've selected, select the **Send folder structure with files** check box. If the other person has elected to receive your folder structure, your structure will appear below the folder that he/she has specified to receive your files.
- ❖ **Note:** *If the other person has unselected the **Duplicate sender's folder structure in my receive folder** check box (the default is selected) for the DropChute entry that represents you, all your sub-folder files appear in the top-level receive folder defined for you.*
3. Make other selections using the check boxes in this properties page. For more information on notifications, see *Success Notification* on page 3-28 and *Failure Notification* on page 3-29.
4. Click **OK** when you've finished making your selections.

Changing Delivery Properties

You can use the Delivery properties page to modify default values that DropChute uses whenever you send files using the Delivery Wizard (see *Using DropChute Delivery* on page 3-30). DropChute also uses these defaults when you elect to skip the Delivery Wizard or when you initiate delivery directly from a session window. To modify Delivery parameters, follow these steps:

1. Display the Deliveries properties page (see *Accessing Properties Pages* on page 3-5).
2. Choose default values for each of the following properties:
 - Skip the Delivery Wizard** — Select this check box to skip the Delivery Wizard. This activates the two radio buttons that let you define **Deliver now**, **Queue for pickup**, or **Deliver at set time** as the default behavior when you drop files on a DropChute entry icon.
 - Prompt me for a cover note** — Select this check box to have DropChute display a dialog for you to enter a cover note whenever you select files for delivery.
 - When I select Deliver at Set time, send files using this schedule**— This text includes a time range that DropChute can use to send files to this person. If you have not specified a schedule, none appears. To specify or change a schedule, click the **Set Schedule...** button (see *Setting a Delivery Schedule* on page 3-91).
 - Deliver automatically the next time other person and I are both on the Internet** — Select this check box to have DropChute monitor the address server for the other person when you are on the Internet. If the other person appears (he/she must be waiting for calls), your DropChute automatically connects to the other computer to deliver files you've queued for that person to pickup (see *Selecting and Queuing Files for Delivery or Pickup* on page 3-23).
 - Notify other person of files to pick up** — You can select this check box and use the corresponding **Notification...** button (see *Notify Other Person to Pick up Files* on page 3-28) to let the other person know that you have files ready for pick up.
3. Click **OK** when you've finished making your selections.

Changing Security Properties

You can use the Security properties page to modify user authentication during connection, and whether or not DropChute Pro uses data encryption. To modify any of these parameters, follow these steps:

1. Display the Security properties page (see *Accessing Properties Pages* on page 3-5).
2. Make the security selections desired on this page. For more information on DropChute security capabilities, see *Setting Security Authorization* on page 3-66.
3. Click **OK** when you've finished making your selections.

Changing Global Options for Placing and Answering Calls

You can use the Options notebook to specify global parameters that apply to all DropChute entries when you place or receive calls.

Options for Placing Calls

To modify Options for calling others, follow these steps:

1. Display the Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).
2. In the Placing Calls page of the notebook:
 - Use the **Call attempts** group box to specify the number of retries DropChute will make for various error conditions. You can define a unique combination of number of retries (**Try again this many times**) and time between retries (**this often**) for each error condition listed in the **When this problem occurs** drop-down list.
 - Specify the minimum anticipated call length that DropChute should use before considering Internet Rendezvous instead of sending files with a direct modem connection.
 - In the **Display DropChute Automatically** group box, select check boxes for situations that you want DropChute to display (if it's running minimized). You can have DropChute pop-up when you connect with others

and they have a note pending for you. You can also display DropChute when you connect with others and they attempt to chat with you.

3. In the My Name and Address page of the Options notebook, verify your unique name (preferably your e-mail address).

When you connect with someone for the first time who doesn't have a DropChute entry defined for you, your DropChute program may automatically provide information about you to the other system. If you don't want DropChute to provide your IP address or phone number, make sure these entries are blank on the My Name and Address page.

4. Click **OK** when you've finished making your selections.

Options for Answering Calls

To modify Options for receiving calls from others, follow these steps:

1. Display the Connection page of the Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).
2. Select how you connect to the Internet from the two radio buttons:
 - Through my local area network.**
 - Through a modem via.** Selecting this radio button enables the drop-down list. This list shows:
 - Dial-Up Networking connections that you have previously defined.
 - ❖ **Note:** *If you have a local area network that requires TCP/IP and you want to use Windows Dial-Up Networking to make your connection to the Internet, contact Hilgraeve Customer Support (see Hilgraeve Customer Support on page xii).*
 - America Online**— if you use a dial-up connection to America Online. When you select this option, DropChute will prompt you to manually connect to AOL whenever you initiate a process that requires Internet access. If you don't make the connection, DropChute displays an error message.

3. Make selections for how you want to wait for calls. To use Internet Rendezvous, you must select both options. You can select either or both of the following options:
 - I**nternet or intranet
 - Selecting this option and **Through a Modem**, for how you connect to the Internet, enables the **Connect my modem to the Internet when I select "Wait for calls"** check box. Select this check box to have DropChute connect to your ISP whenever you wait for calls. If you leave this check box unselected, DropChute waits for calls whenever you select **Wait for Calls When on the Internet** and you connect to the Internet using Windows Dial-Up Networking.
 - D**irect dialed modem-to-modem on — selecting this check box enables the list of available modems.
4. If you selected Direct modem, select one or more modems from the list. DropChute will answer calls on any modem with a check mark. You can select any or all modems defined on your PC. These modems must be pre-defined through the Windows Control Panel before you can select them on this page. For information on adding modems, see the Windows Help system.
5. If you need to change your TCP/IP port or the address server, click the **Advanced...** button. Generally, you should leave the address server that appears in the edit field on the **Advanced Connection Setup** dialog. Some large corporate support groups might choose to establish their own address server. In this case, your setup should automatically specify the corporate address server. Change the TCP/IP port or address server only if instructed to do so by your network administrator or corporate technical support group.
6. In the Waiting for Calls page of the notebook, you can:
 - Specify whether or not you want to admit new callers and let DropChute automatically create an entry for them.
 - Specify whether or not you want to confirm authentication of callers when they connect.
 - Limit the total length of time a caller can remain connected.
 - Limit the length of time a caller can remain connected while inactive.
 - In the **Display DropChute Automatically** group box, select the check boxes for the situations you want DropChute to display (even if it's not running). You can have DropChute pop up when others connect with your

PC to exchange files; when others connect with you and have a note for you; or when others connect with you and attempt to chat with you.

7. Verify your unique name (preferably your e-mail address) in the My Name and Address page of the Options notebook.
8. Click **OK** when you've finished making your selections.

Using Advanced Features

The following sections describe some of the more advanced features of DropChute. There are sections on:

- Changing Locations
- Finding Current IP Addresses
- Setting Security Authorization
- Setting Up Multiple Users
- Using DropChute Behind a Firewall
- Using DropChute with Multiple Dial-Up Networking Connections
- Using Command Line Options

Changing Locations

Windows lets you create multiple locations. These location definitions help you when you use a laptop computer for travel or between your office and home. Locations define where you are and let you customize modem dialing procedures for different places. DropChute uses the current default location when it places modem calls.

The procedure for changing your current location is:

1. From the **Start** menu, select **S**ettings and then **C**ontrol Panel.
2. In the **Control Panel** window, double-click the **M**odems icon.
3. Click the **D**ialing Properties button in the **M**odems Properties window. This displays the **D**ialing Properties window.

4. Use the **I am dialing from** drop-down list to select an existing Location, or click the **New...** button to create a new entry.
5. For a new entry, edit the name of the new entry and modify the values on the page.
6. Click **OK**.

Finding Current IP Addresses

At times it is important for you to know your IP address if you're using telephony, conferencing, remote control, and other Internet peer-to-peer software. If you or the person you want to connect with have dynamic IP addresses, it's difficult to obtain the correct current address. DropChute solves this problem using its address server technology. You can get current IP addresses using the following techniques:

To Find Your IP Address

From the DropChute System Tray icon (see *Using the DropChute System Tray Icon Pop-up Menu* on page 3-16), select the **Show My IP Address** cascade menu. The cascade either shows your current IP address or **None**, if you're not currently connected to the Internet or intranet.

To Find Another Person's IP Address

Right-click a desktop entry or an entry in the DropChute Phonebook (see *Using Pop-up Menus* on page 3-9), and select **Show Their IP Address** cascade menu. The cascade either shows the current IP address or **Unknown**, if the other person is not currently connected to the Internet or intranet.

In a session window or DropChute Phonebook with a selected entry, you can select the **Action/Show Their IP Address** cascade menu. The cascade either shows the current IP address or **Unknown**, if the other person is not currently connected to the Internet or intranet.

Setting Security Authorization

DropChute provides several levels of security ranging from simple exchange of unique names to fully encrypted user authentication and encrypted data exchange. Users of DropChute Lite can only use unique name exchange or simple passwords, and must upgrade to DropChute Pro to get more advanced security options.

This section provides general steps required to use the powerful security options available in DropChute Pro. It also provides background on DropChute Pro security and encryption while describing required selections in the Security properties page. To begin, you may want to open this properties page, so you can view the controls as they are discussed (see *Accessing Properties Pages* on page 3-5).

Security and Encryption Options

The first set of radio buttons on the Security properties page defines the level of security that DropChute uses during connection authentication and data exchange. Regardless of the option selected, both sides of a connection must use the same selection for the authentication process to succeed. Unique name and simple password exchange are the only authentication options available to DropChute Lite users. To obtain the security provided by encryption, DropChute Lite users must upgrade to DropChute Pro.

The security options are:

Unique name — Selecting this option provides the lowest level of security. The two PCs exchange unique names in plain text during the authentication phase of the connection. They then exchange data (notes, chat sessions, and files) without encryption. This setting is useful if you aren't concerned with security threats, or when exchanging files with DropChute Lite users.

Simple password exchange — This selection is more secure than the first option because both users must know the same password. Though vulnerable to determined hackers, simple password exchange affords some protection to PCs that lack support for the third and fourth options. The password is scrambled (not encrypted) during the authentication phase. After authentication, data exchange occurs without encryption.

To use this option, you and the other person must both perform these steps:

1. You must both select **Simple password exchange** on the Security page of the DropChute Pro entry that represents the other person.

2. Both of you must enter the same password, which the two of you have agreed on.

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Password security with MS Cryptography API — This easy-to-use selection gives you many of the security benefits of the public-key security, without the work of providing your public key to others. DropChute Pro derives an RSA session encryption key from the shared password, which it uses to encrypt data during and after the authentication phase of the connection. This effectively prevents third parties from deciphering the data that your PCs exchange. For more conclusive user authentication and immunity to password guessing schemes, use the next selection.

- ❖ *Note: If you have DropChute Pro and this option is disabled, your PC lacks support for the MS Cryptography API. Installing Internet Explorer 4.0 or Windows NT service pack release 3 will enable this feature.*

To use this selection, you and the other person must both perform these steps:

1. You must both select **Password security with MS Cryptography API** on the Security page of the DropChute entry that represents the other person.
2. Both of you must enter the same password, which the two of you have agreed on.
3. You must both select the same cryptographic service provider using the drop-down list box on the Security page.

Public-key security with MS Cryptography API — This selection provides a higher level of security. DropChute uses RSA public key authorization and symmetric key encryption to verify identities and encrypt data. This guarantees that neither PC is an impostor and effectively prevents third parties from deciphering data that your PCs exchange.

- ❖ *Note: If you have DropChute Pro and this option is disabled, your PC lacks support for the MS Cryptography API. Installing Internet Explorer 4.0 (or higher) or Windows NT service pack release 3 (or higher) will enable this feature.*

- ❖ *Note: This option is primarily for backward compatibility with earlier versions of DropChute Pro and DropChute Enterprise. We recommend using the digital certificate option, below, instead of this option.*

To use this selection, you and the other person must both perform these steps:

1. You must both select **Public-key security with MS Cryptography API** on the Security page of the DropChute entry that represents the other person.
2. You must both select the same cryptographic service provider using the drop-down list box on the Security page.
3. Click the **Keys...** button.

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4. If the **Key names** field at the top of the **Manage Keys** dialog already contains a name, go on to step 5. (There is seldom any benefit in defining multiple keys for yourself.) Otherwise, click **New...** and define a key for yourself using the **Create a New Key** dialog.
5. Provide the public portion of your key to the other person using your choice of these methods:
 - Both of you temporarily select **Unique name** user authentication. One of you connects to one other (say, selecting chat). DropChute Pro automatically exchanges your public keys, which incurs no risk as long as you are certain you are connecting to the right person. After disconnecting, you both select Public-key security with MS Cryptography API.
 - You each click **Export...** in the **Manage Keys** dialog and save your public key to a file. You send the files to one another or exchange them on diskettes. When you receive the other person's file, you manually import the key by clicking **Import...** on the **Manage Keys** dialog.

Digital Certificate security with MS Cryptography API — This selection lets you and the other person use digital certificates that you each obtain from a certification agency. With digital certificates, you don't need to exchange public keys before connecting with the other person (for more information, see *Digital Certificates* on page 3-70).

❖ **Note:** *When you make this selection, both you and the other person must select this option for each other, and you must both have the same type of digital certificate (either 512 or 1024-bit).*

When you make this selection, you must click the **Choose Digital Certificate** button. This displays the **Select Certificate** dialog. Select the certificate you want to use from the list of available certificates, and click **OK**.

Additional Details on the MS Cryptography API

DropChute Pro When you use **Public-key security with MS Cryptography API**, DropChute Pro performs an authentication protocol that guarantees to both the answering and calling ends of the connection that the person at the other end of the connection is not an imposter. This authentication protocol is based on the Three-Phase Exchange Protocol documented by Microsoft in the CryptoAPI documentation. Its purpose, according to the documentation is “...To generate an authenticated and encrypted connection between two parties on a non-secure network, the parties can exchange a set of messages that negotiate a pair of encryption keys. One key is used by the ‘sender’ to encrypt messages and the other is used by the ‘receiver.’ This protocol ensures that both parties are currently active and are sending messages directly to each other. In other words, this protocol prevents ‘replay’ and ‘man-in-the-middle’ attacks...”

DropChute Pro uses the session key exchanged in the protocol for real-time encryption of all data exchanged including files, chat sessions, and cover notes. This encryption is fast, but you need the same key at each end. Since a new key is used for each connection, there must be a way to generate and exchange the key securely. That is part of what authentication does.

With this security selection, DropChute Pro assumes that each side of the connection has a private key that is unique to that user and is never revealed or transmitted. Private keys have a matching public key that can be openly transmitted or even published. During authentication, each end generates a new session key, encrypts it with the other end’s public key and transmits it. Since only the proper recipient has the corresponding private key, only they can decrypt and use the session key. There are additional details to this scheme that keep someone from recording an exchange and replaying it later or substituting fake data. For more information, see the MS CryptoAPI documentation.

Manage Keys

DropChute Pro The **Keys...** button displays the Manage keys dialog that lets you generate and back up a public/private key pair. You can also export the public key to give to a correspondent, however, it is up to you to exchange the public key yourself. In addition, the **Manage keys** dialog lets you import the public keys sent to you by others.

Password that both of you will use

DropChute Pro Use this edit field to specify a shared password. Both you and the other person must enter the same password, and DropChute Pro uses this password for both sending and receiving data when both placing and answering calls. This field always displays asterisks (****) instead of the actual password you enter, so you must enter the same password in the **Confirm the password above** edit field.

- ❖ **Important:** *Passwords are case sensitive. You must use the same upper and lower case letters when you enter and confirm your password, and the other person must also use the same capitalization.*

Digital Certificates

A digital certificate is an electronic credential issued by a trusted authority — one of the largest providers of digital certificates is VeriSign. You can use digital certificates to prove your identity or your right to access information. For an informative discussion of digital certificates, and how you can use them, see www.verisign.com

- ❖ **Note:** *Verisign uses the term Digital ID for digital certificates they issue. These are Class 1 certificates that are the same ones you can use for any e-mail client or web browser. You can obtain different certificates for e-mail and DropChute, if your unique name isn't the same as the e-mail address you normally use. However, the certificate you obtain for your DropChute unique name must be a valid e-mail address.*

To use a digital certificate with DropChute, you must first acquire one from a certification agency, such as VeriSign. Follow the instructions on the certification agency's web site to download and install the certificate.

- ❖ **Note:** *Digital certificates are only valid for a particular e-mail account on a particular PC. When you apply for a digital certificate to use with DropChute, the certification agency will ask for a valid e-mail address, and send the certificate to this address. The e-mail address that you specify must be the same as the e-mail address that you use as your unique name in DropChute. When you request your digital certificate through your web browser, you must also be on the same computer system that you intend to use for DropChute.*
- ❖ **Note:** *When you request your certificate from VeriSign and others, they will ask if you want a certificate with Low, Medium, or High level of security. In order to use your certificate with DropChute, you must request "Low security." This type of certificate lets DropChute access and use the certificate without manual intervention.*

❖ **Note:** Both you and the other person must use the same type of digital certificate. In the US, you can use 1024-bit or 512-bit RSA encryption. International users are generally limited to 512-bit encryption.

Once you've downloaded the certificate, follow these steps to use the certificate with DropChute:

1. Do one of the following:
 - To use digital certificate security for all new entries, from any DropChute window, select the **File/Template for New Entries...** menu item (for more information, see *Setting Security for New Users* on page 3-72).
 - To use digital certificate security for a particular entry, select the entry in the DropChute phonebook and display its properties (see *Accessing Properties Pages* on page 3-5).
2. Select the Security page of the properties notebook.
3. Select the **Digital Certificate security with MS Cryptography API** radio button. This enables the **Choose Digital Certificate** button.
4. Click the **Choose Digital Certificate** button to display the **Select Certificate** dialog.
5. Select a certificate from the list, or click the **Get a Digital Certificate...** button to obtain a new certificate from via the web.
6. Click **OK** after you've selected a certificate, and click **OK** to close the properties notebook.

If you modified the Template for New Entries properties, any new entries you create will use digital certificate security. You're now ready to communicate with others using digital certificate security.

Other Security Options

Select any of the following:

DropChute Pro **Cryptographic service provider** — Use this drop-down combo field to enter or select your cryptographic API provider. The Microsoft cryptographic service provider (CSP) uses 512-bit public/private keys and 40 bit session keys. There is also an enhanced version available on Windows NT that supplies 1024-bit public/private keys and 128-bit session keys. Other third-party suppliers sell CSPs that support additional capabilities. DropChute Pro looks for a CSP that declares itself as PROV_RSA_FULL. In theory, all CSPs of the same type should interoperate. However, they must also use the same key sizes, and the default MS CryptoAPI that DropChute Pro uses has fixed key sizes.

❖ **Note:** *Both you and the other person may need to use the same version of the MS CryptoAPI. Microsoft doesn't guarantee compatibility between versions.*

DropChute Pro **Encrypt all data that we exchange** — If you pick one of the options that use the MS CryptoAPI for connection authentication, leave this check box selected for complete data security. This check box is only available for the two options that provide encryption.

Do not accept calls from this person — Select this check box if you want to call this person but you don't want to give him/her the option of calling you.

❖ **Note:** *If you don't want to accept calls from new callers, go to the Waiting for Calls page of the Options notebook (see Accessing Global Options for Placing and Answering Calls on page 3-3) and deselect **Admit new callers and create a new DropChute entry to represent them**.*

Setting Security for New Users

DropChute Pro The Template for New Entries notebook lets you specify parameters that DropChute will use whenever you create a new entry or when DropChute creates an entry for a new caller. To display this notebook, select **File/Template for new Entries...** from any DropChute window. This notebook is the same as the properties notebook that appears for any DropChute entry (see *Accessing Properties Pages* on page 3-5), however entry-specific options and parameters are grayed out (unavailable for modification).

The Security page of the Template for New Entries notebook lets you specify default security settings for new entries. These defaults apply regardless of whether you explicitly create new entries or DropChute creates entries as a result of receiving a call from a new caller.

❖ **Note:** *The only option that is unavailable on the Security page of the Template is **Public-key security with MS Cryptography API** because it doesn't offer the implied level of security for entries when DropChute creates an entry for a new caller. In this case, exchanging a public key does not identify the caller, so there is no guarantee that the caller is who he/she claims to be (see the first bullet point under Step 5 on page 3-68).*

Specifying a security level greater than **Unique name** in the Template for New Entries notebook provides an additional level of security if you have DropChute set to admit new callers (see Accessing Global Options for Placing and Answering Calls on page 3-3) and select **Admit new callers and create a new DropChute entry to represent them**). In the case of password protection (with or without encryption), a new caller must know the password before he/she can connect. If you select the **Digital Certificate security with MS Cryptography API** radio button, new callers must have a certificate in order to be admitted.

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Of course, the greatest level of security is reject calls from new callers (see Accessing Global Options for Placing and Answering Calls on page 3-3 and **deselect Admit new callers and create a new DropChute entry to represent them**). In this case, the Template for New Entries only applies to entries that you explicitly create, and you must create an entry for everyone with whom you want to transfer data.

Setting Up Multiple Users

With Windows NT 4.0 Workstation, you can establish multiple user IDs on the same PC with different levels of authorization for running programs and accessing files. You can provide DropChute access to one or more user ID under Windows NT by following the installation instructions in *Windows NT Workstation Installation for Multiple Users* on page 2-33.

Using DropChute Behind a Firewall

This section is subject to frequent change as we strive to improve DropChute and support additional firewalls. For the latest information, see www.dropchute.com/dcfirewall.html

Generally, it's easier to call out from behind a firewall (sometimes called a proxy server) than it is to call in to a firewall-protected network computer. DropChute, however, makes it easy for both you and your firewall administrator while maintaining strict security measures that protect your network.

This section includes information and procedures that both users and firewall administrators need to know about using DropChute behind a firewall. The following sections provide general information and procedures for using or accessing DropChute through a firewall or proxy server:

- How to Call Out Through a Firewall
- How Others Call in Through Your Firewall
- Using a Special DropChute Port

Firewall administrators should review the sections for users and the following sections, so they can assure themselves of their network integrity and security with DropChute. Once you read and understand how DropChute communicates through the firewall, you can decide how to you want to configure your network. You then make setup recommendations for your users. The firewall administrator sections are:

- Benefits of the DropChute Approach to Firewalls
- Technical Summary for Firewall Administrators
- Firewall Setup Options for Users

How to Call Out Through a Firewall

Whether you're planning on sending or receiving files, it's generally easier for users behind a firewall to call out than it is for outside users to call in. This section defines some general steps you and your firewall administrator can take to ensure that you can access DropChute users outside your corporate firewall.

When configuring DropChute for calling out through a firewall, there are three general categories to consider:

- Invisible Proxy or Firewall
- Direct Connection
- Modified Client

Definitions for these three types of firewall or proxy servers are generally recognized, and your firewall administrator can tell you which type you have.

Invisible Proxy or Firewall

As its name implies, an invisible proxy server doesn't require special actions on the part of the user or application calling out. Simply enter the outside user's IP address

or domain name in his/her DropChute Entry (or select **When they are on the Internet, find and connect to them using address servers** on the Address and Phone page of the other person's Properties notebook — see *Changing an Entry's Address or Phone Number* on page 3-54), and the firewall automatically intercepts the call and makes the connection for you. You and DropChute never need to know that a firewall stands between you and the outside user.

Direct Connection

With a direct connection proxy server, follow these steps to call out:

1. For each DropChute Entry that is outside your firewall, enter the IP address of the proxy server instead of the IP address of the outside user.
2. Once you connect to the proxy server, DropChute displays a terminal window with any prompts from the proxy server.
3. You respond to prompts with the user ID and/or password your proxy server requires, and the IP address (or domain name) of the person you're calling. If the person you are calling uses a dynamic IP address, you can right click on their entry in the phonebook or on the desktop and select **Show Their IP Address** to see what their IP address is at this moment.
4. When the proxy server accepts your authentication responses, it makes the connection to the destination PC.
5. When DropChute detects that it has a successful connection with another DropChute system, it dismisses the terminal window and begins its normal authentication process.
6. Use standard DropChute techniques for initiating chat sessions (see *Using the DropChute Chat Window* on page 3-35), sending notes (see *Sending Notes* on page 3-25), sending files (see *Sending Files* on page 3-23), or picking up queued files (see *Picking Up Queued Files* on page 3-21)

Modified Client

Modified client proxy servers require client applications to support entry of two destination IP addresses: one for the proxy server and one for the actual destination. At this time, DropChute doesn't directly support this type of proxy server, but there are third-party products that work with DropChute to make connections through this type of firewall.

SOCKS is one of the more common protocols used by this type of proxy server. If your proxy server, such as WinGate, is compliant with version 4 or version 5 of

SOCKS, then one of the following products will “socksify” DropChute and any other internet application on your desktop to enable them to make connections through the proxy server.

- SocksCap is available from NEC at: <http://www.socks.nec.com>
- AutoSOCKS is available from Aventail at <http://www.aventail.com>

You can install either of these products according to documentation that comes with them and configure them to socksify **DChute.exe**. We anticipate adding direct support for this type of proxy server in a future release. Please contact Hilgraeve Sales if you want us to notify you when this feature becomes available.

How Others Call in Through Your Firewall

DropChute has several different techniques available that may make it possible for outside users to call in through a firewall. One approach assumes that your firewall only permits outgoing DropChute calls. Other approaches assume that your firewall permits incoming DropChute access.

When Your Firewall Prohibits Inbound Calls

If your firewall prohibits inbound calls, you must specify this during installation or on the **Advanced Connection Setup** dialog. To access this dialog, follow these steps:

1. Display the DropChute Options notebook, see *Accessing Global Options for Placing and Answering Calls* on page 3-3, and select the Connection tab.
2. Click the **Advanced...** button to display the **Advanced Connection Setup** dialog.
3. Make sure the **Wait for calls on this TCP/IP port** edit field specifies the port authorized for incoming DropChute calls by your firewall administrator.
4. Make sure the **Firewall prohibits inbound connection** radio button is selected.
5. If your firewall administrator recommends a different value for **Poll address server for connection requests**, type the new value in the edit or use the spin buttons to modify the current value.
6. Click **OK** in the dialog and again in the Options notebook.
7. Make sure you are waiting for calls (see *Waiting for Calls* on page 3-22).

You can now *receive* calls and files from users outside your firewall. If you're interested in a technical discussion of how this works, see *How Reverse Connections Work* on page 3-83.

❖ **Note:** *If both you and the other person are behind firewalls, one of you MUST have a firewall that permits inbound DropChute access.*

Incoming Call Authentication

One approach to allowing outsiders access is for the firewall proxy server to require authentication steps before permitting incoming connections. With this approach, the general steps are:

1. The caller either enters the IP address (or domain name) of your computer (or selects **When they are on the Internet, find and connect to them using address servers**) on the Address and Phone page of the Properties notebook of the DropChute entry that represents you (see *Changing an Entry's Address or Phone Number* on page 3-54).
2. The caller attempts to send files (see *Sending Files* on page 3-23), send a note (see *Sending Notes* on page 3-25), pick up queued files (see *Picking Up Queued Files* on page 3-21), or initiate a chat session (see *Using the DropChute Chat Window* on page 3-35).
3. When the outside caller connects with the corporate proxy server, the proxy server sends an authentication message. The caller's DropChute automatically displays a terminal window with the proxy server's message.
4. The caller responds to login or other authentication prompts from the proxy server.
5. When the proxy server accepts the caller's authentication responses, it completes the connection to the DropChute PC inside the firewall.
6. When DropChute detects that it has a successful connection with another DropChute system, it dismisses the terminal window and begins its normal authentication and connection process.

Taking Advantage of DropChute Security and Authentication

Because DropChute provides tight security and user authentication options, your firewall administrator may safely allow outside DropChute users to establish inbound connections on either the default DropChute port or a special port (see *Using a Special DropChute Port*, below). Your firewall administrator will provide you with the

settings you must use to allow your DropChute program to accept connections from users outside the firewall.

Using a Special DropChute Port

This approach gives firewall administrators the assurance that outside hackers can't get full access to the network through some unexpected telnet server. For more discussion of this problem and how DropChute solves these security issues, see *Benefits of the DropChute Approach to Firewalls* on page 3-79, and *Technical Summary for Firewall Administrators* on page 3-80.

If your firewall administrator decides to configure a special port for DropChute access, you must correctly configure your DropChute program. DropChute on your associates' computers automatically adjust for the port you specify if the other person looks for you on an address server. If the other person uses a permanent IP address for you, he/she must manually make the change.

In general, the steps required for permitting access through a firewall with a custom port address are:

1. The firewall administrator establishes a port for DropChute Internet connection. In this case, the firewall administrator selects some port other than port 23, since this port is used by most telnet clients and servers. The firewall administrator may assign a single port for everyone behind the firewall, or may assign a unique port number for each user and use TCP mapping on the proxy server. The choice depends on the type of firewall used by your organization.
2. Using standard telnet or TCP mapping tools available with the proxy server, the firewall administrator specifies that this new port permits inbound connections.
3. The firewall administrator communicates the port number to DropChute users on his/her network.
4. Internal users set up the DropChute port address in the **Advanced Connection Setup** dialog of the Connection page of the Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).
5. If the firewall administrator sets the new port to prohibit incoming calls, see *When Your Firewall Prohibits Inbound Calls* on page 3-76.
6. Outside users set up a DropChute entry for you.
7. Both inside and outside users can then connect through the corporate firewall just as they would for any other DropChute connection.

Benefits of the DropChute Approach to Firewalls

Firewall administrators of corporate intranets can safely permit employees to use DropChute to exchange files with outside DropChute users through the Internet. They can do this with confidence because DropChute can authenticate users and encrypt all connections. Basically, DropChute emulates telnet data, yet avoids security risks of telnet access because DropChute doesn't support any telnet server commands.

Firewall administrators can use standard firewall tools to do any of the following:

- ❑ Permit outside DropChute access to specific computers from other specific IP addresses outside the firewall.
- ❑ Set up user authentication for incoming calls.
- ❑ Configure the firewall to permit access to DropChute while avoiding other telnet access by simply dedicating a unique port address rather than the standard port used by telnet clients and servers (port 23). DropChute doesn't support any telnet server commands, so no malicious actions can occur.

In addition to the security provided by the DropChute communications protocol, firewall and system administrators can further enhance network security and integrity by requiring DropChute Pro or DropChute Enterprise for all internal users. The additional measures they take are:

1. Require DropChute Pro or DropChute Enterprise for all internal users who want to let outsiders connect to them because these programs support advanced HyperGuard virus filtering and data encryption.
 - ❖ **Note:** *To use data encryption, both parties exchanging files must have DropChute Pro or DropChute Enterprise. DropChute Lite, the small free version of DropChute, lacks this capability.*
2. Internal users select **Arm HyperGuard virus filter** in the Receiving properties page (see *Changing Receiving Folder and Properties* on page 3-58).
3. Both internal and outside users must access the Security properties page and select the same security options in each other's DropChute entry (see *Changing Security Properties* on page 3-61). DropChute supports public/private key encryption to give the highest level of data security available.

Technical Summary for Firewall Administrators

DropChute uses two IP ports when communicating over the Internet: port 389 for communication with the address server (**ldap.dropchute.com**) and port 23 (by default) for the actual DropChute data stream. DropChute makes outgoing connections to an Internet address server on port 389 for the following functions:

- When placing a call, if an entry is configured to use the address server to look up the IP address and port number of the other party.
- When waiting for calls, to post its own IP address on the address server. This is the default selection in the **Advanced Connection Setup** dialog (see *Options for Answering Calls* on page 3-62).
- Periodically, DropChute checks the address server to determine which DropChute entries are currently waiting for calls on the Internet. This happens if the user selects **Show waiting-for-calls status of my DropChute entries** check box on the General page of the DropChute Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).
- When the firewall has a DropChute port defined that prohibits inbound connection and DropChute is waiting for calls, DropChute periodically checks the address server to determine if others are attempting to connect with the user behind the firewall. This happens if the user selects the **Firewall prohibits inbound connection** radio button in the **Advanced Connection Setup** dialog (see *When Your Firewall Prohibits Inbound Calls* on page 3-76 and *How Reverse Connections Work* on page 3-83).

Communication with the address server uses LDAP (Lightweight Directory Access Protocol). If your firewall permits LDAP access or passes through outgoing connections on port 389, all these features will work.

Disabling LDAP Access

If you have a proxy server that automatically dials an ISP to create a shared network connection to the Internet and DropChute runs on other computers on the network, you may find that your dial-up connection is being re-established every time DropChute checks to see who is waiting for calls. To avoid this problem you may want to disable the **Show-waiting-for-calls status of my DropChute entries** on the General page of the DropChute Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).

❖ **Note:** *This is only an issue when DropChute is running on a different computer than the one making the dial-up connection. When a computer with DropChute uses Dial-*

Up Networking, DropChute automatically disables this type of network traffic when the computer is not connected to the Internet.

Another reason for disabling LDAP is if you don't want to permit connections on port 389. You can have users configure DropChute so that it doesn't use port 389 by having them take the following actions:

- ❑ Unselect **Show waiting-for-calls status of my DropChute entries** check box on the General page of the DropChute Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).
 - ❑ Unselect **Post my IP address on this Internet address server** check box in the **Advanced Connection Setup** dialog (see *Options for Answering Calls* on page 3-62).
 - ❑ Users behind a firewall must define permanent IP addresses (or domain names) for all DropChute entries. Thus, your users will be unable to reach DropChute users outside the firewall with dial-up Internet access or dynamic IP addresses.
- ❖ **Note:** *If you create a .reg file for network installations, you can unselect the first two options by default for all users (see Network Installation on page 2-29).*

Connection Using a Firewall that Does Not Support LDAP

If you have a proxy server that doesn't explicitly support LDAP, you may need to establish a mapping of outgoing connections on port 389 to a specific location. If so, you should specify **ldap.dropchute.com** as the destination for such connections. In addition, users inside the firewall need to specify the name or IP address of their proxy server. Have your users follow these steps:

1. Internal users set up the name or IP address of the proxy server in the **Advanced Connection Setup** dialog of the Connection page of the Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).
 - a) Display the DropChute Options notebook.
 - b) Select the Connection page.
 - c) Select the **Through my local area network** radio button and **Internet or intranet** check box.
 - d) Click the **Advanced...** button to display the **Advanced Connection Setup** dialog.
 - e) Select the **Post my IP address on this Internet address server** check box, and change the edit/drop-down list to the name or IP address of the proxy server.

2. For each DropChute entry created by internal users, they must specify the name or IP address of the proxy server in the **Advanced Address and Phone Setup** dialog of the Address and Phone page of the entry properties notebook (see *Changing an Entry's Address or Phone Number* on page 3-54).
 - a) Display the properties notebook for a DropChute entry.
 - b) Select the Address and Phone page.
 - c) Select the **When they are on the Internet, find and connect to them using address servers** radio button.
 - d) Click the **Advanced...** button to display the **Advanced Address and Phone Setup** dialog.
 - e) Change the **Find and connect to them using this Internet address server** edit/drop-down list to the name or IP address of the proxy server.

❖ *Note: To have your users define the same actions for several DropChute entries, it may be helpful for them to follow the procedures in this section using the Template for New Entries notebook rather than for a specific entry. Then, whenever they create a new entry, it will automatically have the correct address server defined.*

DropChute Data Exchange

By default, DropChute uses port 23 (normally the default telnet port) for all other communications. All of the data exchanged by two users (file exchange, chat, notes, etc.) are multiplexed through one network or modem connection. For DropChute to make outgoing connections, the firewall must be configured to allow outgoing connections on port 23 or the TCP port selected by the other person for his/her incoming port.

To allow incoming DropChute connections (as a result of someone else connecting to a DropChute user while that user is waiting for calls) your firewall must be configured to pass incoming telnet connections on the port you defined for incoming DropChute connections. It is often possible to be quite restrictive in what you allow, for example, passing through only connections from a specified set of IP addresses to specific internal IP addresses.

As a firewall administrator, you can require your users to configure DropChute to use a port other than port 23. Have your DropChute users refer to *Using a Special DropChute Port* on page 3-78 and provide them with the port number for use with DropChute.

How Reverse Connections Work

DropChute uses a special, secure procedure, called a *reverse connection*, to allow users behind a firewall to receive calls, even if the firewall does not permit inbound connections. When a user behind a firewall specifies that the firewall prohibits inbound connections (see *When Your Firewall Prohibits Inbound Calls* on page 3-76), DropChute performs the following operations:

1. It posts unique name (and some additional information) of the user behind the firewall on the address server.
 - ❖ **Note:** *DropChute posts information on the address server in a manner that makes it very difficult for others to snoop. Generally, only another DropChute program that knows a posted unique name can access information about a user on the address server.*
2. The firewall-protected user's DropChute periodically checks the address server to see if anyone is attempting to connect with him/her.
3. DropChute programs attempting to connect to a user behind a firewall post their desire on the address server. The user attempting the connection is informed that their correspondent is behind a firewall and that connection may take a few moments to complete (defined by the user behind the firewall in the **Advanced Connection Setup** dialog — see *When Your Firewall Prohibits Inbound Calls* on page 3-76).
4. During one of its periodic polling operations, the DropChute program behind the firewall determines that someone is attempting to connect to it. It obtains the unique name and other information about the user attempting to make the connection.
5. The DropChute program behind the firewall makes an outgoing call through the firewall to the person attempting to connect.
6. The two DropChute programs go through their normal user authentication and security handshaking.
7. Normal data exchange for notes, files, chatting, and voice takes place between the two users, using specified security options, until one or the other disconnects.

Firewall Setup Options for Users

Firewall administrators (in conjunction with network administrators) should provide the following information to their users:

- Whether your firewall permits inbound calls, and if so, the TCP/IP port number to use.
- If the port prohibits inbound connections, a time users should enter in the **Poll address server for connection requests** edit field in the **Advanced Connection Setup** dialog (see *When Your Firewall Prohibits Inbound Calls* on page 3-76).
- Other security options that users should select to meet network standards.

Using DropChute with Multiple Dial-Up Networking Connections

Windows lets you create multiple Dial-Up Networking connections, and DropChute will use the connection you select on the Connection page of the Options notebook. To make your selection, follow these steps:

1. Display the Options notebook (see *Accessing Global Options for Placing and Answering Calls* on page 3-3).
2. In the Connection page of the notebook:
3. Select the **Through a modem via** radio button.
4. Use the drop-down list to select a Dial-Up Networking connection. This connection must have been previously defined using Windows Dial-Up Networking.

Using Command Line Options

You can add the following command line parameters (in your shortcut, run statement, or DOS window) to start any version of DropChute. These command line parameters are not intended for the purpose of automating exchange of files or notes. Only DropChute Enterprise includes a complete set of command line options that permit automation of file and note exchanges.

- ❖ **Note:** *Issuing a command with options, when an instance of DropChute is already running, simply adds the new directives to the task list of the existing instance. It does not start a new instance of the program.*

❖ **Note:** If you have special automation needs that aren't addressed by standard versions of DropChute Pro or DropChute Enterprise, contact Hilgraeve to discuss the possibility of obtaining a custom version of one of these programs for your company.

Precede each parameter with a dash or forward slash (/).

/chat Starts a chat session to a specific DropChute entry. You must include **/entry=<entry name>** along with **/chat** to specify which DropChute entry you want to chat with.

/delivery_wizard[=force] Starts the Delivery Wizard for a specific DropChute entry. You must include **/entry=<entry name>** along with **/delivery_wizard** to specify which DropChute entry you want to deliver files to. The Delivery Wizard may or may not display, depending on settings you have defined on the entry's Deliveries properties page. If you specify **force**, the Delivery Wizard will display regardless of settings you have defined on the entry's Deliveries properties page.

/entry=<entry name> Specifies a DropChute entry to use. If the entry name contains spaces, you must enclose both it and the **/entry** within quotes. For example, **"/entry=Bill Clinton"**.

You must include one of the following command line parameters when you specify a **/entry=<entry name>** :

/open	/chat
/deliver_at_set_time	
/deliver_now	/queue_for_pickup
/note=[<file>]	/pickup_queued_files
/file=<filespec>	/schedule

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/help Displays a dialog that shows all the command line switches and what they do.

/help_others Starts the Help Others Wizard.

/log Opens the Deliveries Log window.

/new Starts the New Entry Wizard.

/note Sends a note to a specific DropChute entry. You must include **/entry=<entry name>** along with **/note** to specify which DropChute entry you want to send a note to. A dialog display

lets you type a note to the other person, and then connects to the person represented by the current DropChute entry. If you have files queued for this person, DropChute asks if you want to send the files with the note. Otherwise, DropChute disconnects as soon as it transmits the note.

- /open** Opens the entry defined **/entry=<entry name>**. **/open** is not required when another command implies opening the entry. For example, **/chat** requires an open entry, so the **/open** command isn't necessary with the **/chat** command.
- /phonebook** Starts the DropChute Phonebook.
- /stop_wait_for_calls** Causes DropChute to stop waiting for calls.
- /taskbar** Causes the DropChute icon to appear in the System Tray, and enables the corresponding setting on the Options/General page, so the icon will also appear in the future.
- /wait_for_calls** Causes DropChute to begin waiting for calls.

DropChute Enterprise

The following command line options are only available in DropChute Enterprise:

- @<file>** Specifies a file that contains one or more command line actions. For example, the command line:
DChute.exe @sendfiles.lst
 In this example, the **sendfiles.lst** file might contain a series of command line entries that look like:
/entry=john /file=c:\picture.tif
/entry=fred /note=c:\note.txt
/entry=sam /deliver_now
- /alert_type=[interactive | log]** Specifies whether alerts (messages from DropChute) appear on-screen or in a log file. Specify **interactive** to have messages appear on-screen.

<code>/alert_timeout=<seconds></code>	Specifies the amount of time that an alert remains on-screen when displayed interactively. Valid values are from 0 to 60000.
<code>/auto_deliver_max=<number></code>	Sets the maximum number of concurrent sessions that auto-deliver will trigger. The default is one. The maximum is 10000.
<code>/delete_after_delivery</code>	Use this command line switch to have DropChute delete files after they have been delivered.
<code>/deliver_at_set_time</code>	Use this command line switch to send files and notes to the specified entry at the time defined on the Delivery properties page for the entry. You must include <code>/entry=<entry name></code> along with <code>/deliver_at_set_time</code> to specify which DropChute entry you want to use for the delivery.
<code>/deliver_now</code>	Sends files to a DropChute entry. You must include <code>/entry=<entry name></code> along with <code>/deliver_now</code> to specify which DropChute entry you want to use for the delivery. <i>❖ Note: This command line option delivers files already in the Outbox. Therefore, if options that add files to the Outbox are on the command line, this option must appear after all file selecting options.</i>
<code>/file=<filespec></code>	Adds one or more files to the Outbox. You must include <code>/entry=<entry name></code> along with <code>/file=<filespec></code> to specify which DropChute entry you want to send the file to.
<code>/file_recursive=<file></code>	Adds one or more files to the Outbox, and looks in sub-directories for matching entries.

/keep_connection_open=<value>

Lets you specify how many seconds to keep a connection open after files have been delivered. A positive value keeps the connection open for the specified number of seconds. Zero disables this feature. Typing **-INFINITE** (all upper case) holds the connection open indefinitely.

❖ **Note:** For more information, see Using Command Line Options in *DropChute online help*.

/note=[<file>]

You may use this command line option with or without a file name. Include a file name if you want to send a note containing text from that file. Omit the file name if you want to erase the current note without sending it. In either case, you must include **/entry=<entry name>** along with **/note=** to specify which DropChute entry you want to send a note to.

/pickup_queued_files

Picks up queued files from a specific DropChute entry. You must include **/entry=<entry name>** along with **/pickup_queued_files** to specify which DropChute entry you want to pick up files from.

/queue_for_pickup

Queues files for a specific DropChute entry. You must include **/entry=<entry name>** along with **/queue_for_pickup** to specify which DropChute entry you want to pick up files.

❖ **Note:** This command line option queues files already in the Outbox. Therefore, if options that add files to the Outbox are on the command line, this option must appear after all file selecting options.

/quiet

Suppresses non-critical command line warnings for all switches that appear after this switch on the line.

/schedule=<start time>,[<stop time>]

You use this command to modify the scheduled delivery settings for the entry. You must include **/entry**=<entry name> along with **/schedule** to specify which DropChute entry you want modify. If a delivery is already pending, DropChute will use the new schedule. <start time> and <stop time> are in 24 hour format. For example, **/schedule=18:30,6:00** sets the start time to 6:30PM and the stop time to 6:00AM. If <start time> and <stop time> are the same, DropChute increases the stop time by five minutes. If you only provide one time, DropChute assumes that it is <start time> and sets the stop time to five minutes later.

/send_now

See **/deliver_now**

- ❖ *Note:* This command line option is obsolete and appears for backward compatibility. It has the same function as **/deliver_now**

Command Line Examples

DropChute Enterprise

The following example causes DropChute Enterprise to send the files **report.doc** and **sales.xls** to the entry Fred Smith:

```
"C:\Program Files\DropChute\DChute.exe"
"/entry=Fred Smith" "/file=C:\My Documents\report.doc"
"/file=D:\MyData\sales.xls" /deliver_now
```

- ❖ *Note:* You must enclose each parameter in quotes when you use long filenames.

This next example causes DropChute Enterprise to queue for pickup the file **sales.xls** and a note containing the text found in **message.txt** for the entry Accounting:

```
"C:\Program Files\DropChute\DChute.exe"
"/entry=accounting" "/file=D:\MyData\sales.xls"
"/note=D:\MyData\message.txt" /queue_for_pickup
```

The following two command line examples causes DropChute to pick up any queue files from entries Accounting and Fred Smith:

```
"C:\Program Files\DropChute\DChute.exe"
"/entry=accounting" /pickup_queued_files
```

```
"C:\Program Files\DropChute\DChute.exe"  
"/entry=Fred Smith" /pickup_queued_files
```

❖ *Note:* Actions for multiple entries must be executed separately. You cannot specify more than one entry on a single command line.

DropChute Enterprise Procedures

DropChute Enterprise

This section has procedures that are specifically for DropChute Enterprise. In this section, you will find:

- Overview of DropChute Enterprise Features
- Setting a Delivery Schedule
- Using Auto-Delivery Folders
- Using Inbox Automation
- Using Connection Automation

Overview of DropChute Enterprise Features

DropChute Enterprise

DropChute Enterprise provides powerful server/client solutions for automating mission-critical information flow in business and enterprise applications. DropChute Enterprise includes all the features of DropChute Pro, plus it includes the following important enhancements:

- Unlimited phonebooks and file lists** — DropChute Enterprise uses the powerful JetEngine database to store DropChute entries and file lists. Phonebooks are now limited only by available disk space instead of the Windows Registry.
- ❖ *Note:* Contact Hilgraeve to adapt DropChute Enterprise to any ODBC-compatible database.
- Setting a Delivery Schedule** — DropChute Enterprise lets you define a delivery schedule for each DropChute entry. You can specify a time span during which DropChute Enterprise will make outbound deliveries to the person represented by the entry. DropChute will hold files submitted for delivery outside this time span until the specified start time. No new deliveries will begin after the specified end time.

- ❑ **Auto-delivery folders** — This powerful capability lets an administrative user define one or more special folders that provide automatic delivery of files to lists of DropChute entries. Each auto-delivery folder has its own list of recipients. Whenever any user or application program (for example, report generators) with write permission to the folder places files in an auto-delivery folder, DropChute automatically delivers the files to all users on the recipient list. This has terrific benefits for workflow automation for teams of users.
- ❑ **Connection automation** — This capability lets you create a batch file that DropChute automatically executes whenever it makes any connection — whether inbound or outbound. The batch file executes after connection validation and before any file transfers occur.
- ❑ **Inbox automation** — Inbox automation is another powerful workflow automation tool. As a DropChute Enterprise user you can predefine actions that you want taken when you receive files from a particular person (DropChute entry). You can define one or more actions to take based on file names (with wildcard selection). These actions can run batch files, any operating system command, or specific programs.

Setting a Delivery Schedule

DropChute Enterprise

In DropChute Enterprise, you can set a beginning and end time for deliver of files to an individual. You do this by following these steps:

1. Select the Delivery page of the Properties notebook for the other person (see *Accessing Properties Pages* on page 3-5).
2. Click the **Set Schedule...** button to display the **Set Schedule** dialog.
3. Use the spin buttons or edit field to specify a **Time when deliveries may begin**.
4. Use the spin buttons or edit field to specify a **Time after which no further deliveries may start**.

❖ **Note:** *The Time after which no further deliveries may start only applies to when a connection try may begin. If the connection process or a transfer has already started for any file in the selected group, DropChute will try to transfer all files in the group. If the connection process or any file transfer fails, DropChute uses the defined retry parameters to determine when to stop trying to send.*

- ❖ *Note: Between the start time and stop time, DropChute begins an immediate transfer of files that you move to the outbox (or drop on the entry) with Deliver at Set Time selected.*
- 5. Click **OK** to close the **Set Schedule** dialog.
- 6. Click **OK** to close the Properties notebook.
- 7. If necessary, open the session window for the person.
- 8. Select files and place them in the Outbox (see *Selecting Files* on page 3-17).
- 9. Click the **Deliver at Set Time** button.
- 10. You can minimize or close the session window, and DropChute Enterprise will try to send the files (and notes) at the scheduled time.

Using Auto-Delivery Folders

DropChute Enterprise

Conceptually, there are three steps involved in defining and using an auto-delivery folder. They are:

1. The DropChute Enterprise user, system administrator, or network administrator creates a folder to which desired users have access. Use standard Windows or network administration techniques to create the folder and give appropriate users write access to this folder.
2. The DropChute Enterprise user defines the folder as an auto-delivery folder in DropChute Enterprise, and creates the auto-delivery list.
 - ❖ *Note: Auto-delivery uses the delivery mechanism specified on the Delivery properties page for each entry (see Changing Delivery Properties on page 3-60). It honors the **Deliver now** or **Queue for pickup** selection even if the selection is grayed on the properties page.*
3. Anyone (DropChute user or not — even Mac or Unix users) or any program (for example, report generators) with write permission to this folder can copy files to an auto-delivery folder. Whenever one or more files appear in an auto-delivery folder, DropChute Enterprise automatically sends the files to everyone in the recipient list.
 - ❖ *Note: Recipients must have DropChute Lite, DropChute Pro, or DropChute Enterprise.*

DropChute
Enterprise

How Auto-Delivery Works

DropChute Enterprise monitors all auto-delivery folders. Whenever files appear in an auto-delivery folder, DropChute detects their arrival and groups files by the time they arrive. All files that appear within a 60 second cycle are part of the same group.

Once the delay between files arriving is greater than the built-in delay, DropChute creates a folder (whose name is the same as the auto-delivery folder with a **.out** extension) at the same level as the original folder. It also creates a subfolder for each group that arrives, and moves the files from the auto-delivery folder to the group subfolder. DropChute then adds the files to the Outbox of each entry in the delivery list.

- ❖ **Note:** *The user-id that DropChute Enterprise is executing under must have create, read, write, and delete access to the parent folder of the original auto-delivery folder.*

Whenever a new group of files appear in an auto-delivery folder, DropChute creates a subfolder (of the **.out** folder) and copies the files to that subfolder. It then adds those new files to each entry's Outbox.

DropChute immediately attempts to deliver files in the Outbox of entries with **Deliver now** selected on their Delivery properties page. If delivery fails after exhausting all retry attempts, a warning dialog appears for 20 seconds, and then the files for that entry are automatically queued for pickup.

- ❖ **Note:** *Files queued for pickup are delivered immediately when an intended recipient appears on the address server and is waiting for calls.*

Once the Outbox of all entries in the delivery list is empty, DropChute executes the program selected in the **Auto-Delivery from Folder** dialog if one was specified. This program executes once for each file that was in the auto-delivery folder. You can pass a substitution parameter to the batch file or program that has the absolute path of the file sent.

- ❖ **Note:** *It may be beneficial to perform a backup of files delivered as part of the program or batch file executed. This could save users who inadvertently moved files to the auto-delivery folder instead of copying them.*

After the batch file or program finishes executing for all files, DropChute Enterprise deletes any folders it created and all files that were in the auto-delivery folder.

DropChute
Enterprise**Defining an Auto-Delivery Folder and Recipient List**

To use DropChute Enterprise to define an auto-delivery folder and recipient list, follow these steps:

1. Display the DropChute Options notebook, see *Accessing Global Options for Placing and Answering Calls* on page 3-3, and select the Auto-Delivery tab.
2. Click the **New...** button.
3. In the edit field at the top of the page, enter the absolute path to the folder you want to use as an auto-delivery folder, or click the **Browse...** button and select the folder from the standard Windows folder selection dialog.
4. Select one or more DropChute entries from the **Entries** list on the left. Use one of the following techniques to move entries to the **Auto-Deliver to** list on the right:
 - Double-click one or more entries. Each time you double-click an entry it moves to the opposite list.
 - Click on an entry or use Windows standard multiple selection techniques to pick several entries, and then click the **Add -->** button to move entries to the **Auto-Deliver to** list.
 - Click the **Add All -->** button to select all entries and move them to the **Auto-Deliver to** list.
5. If necessary, use similar procedures to remove one or more entries from the **Auto-Deliver to** list.
6. Use the **After files are delivered and before they are deleted** group box to select what you want done after DropChute completes its delivery process. Select the **Run this program or batch file** check box to specify a program or batch file that you want DropChute to execute before it deletes files in the auto-delivery folder. This program executes once for every file that was in the auto-delivery folder.

Use the edit field to enter the absolute path to the program or batch file you want to execute, or click the **Browse...** button and select the folder from the standard Windows folder selection dialog. You can enter %1 as a substitution parameter, after the filename, to have DropChute pass the absolute path of each file when it executes the batch file or program.

❖ **Note:** *To directly enter DOS commands (for example, DIR, COPY, MOVE, DEL) in this edit field, you must preface the DOS command with the command*

processor. For example, to issue the following command, `dir d:\ /s` you must enter `cmd.exe /c dir d:\ /s` in the edit field for Windows NT and `command.exe /c dir d:` for Windows 95/98. You must use the `.exe` extension for the command processor.

❖ **Warning:** If users move (as opposed to copy) files to the auto-delivery folder, the files placed in this folder may be the original and only copy. When DropChute deletes the files from this folder they are gone. Depending on system settings, they may, however, appear in the Recycle Bin.

7. Click the **OK** button on the **Auto-Delivery from Folder** dialog. Then click **OK** in the DropChute Options notebook.

Editing an Auto-Delivery Folder Recipient List

DropChute Enterprise

To edit an auto-delivery folder and recipient list, follow these steps:

1. Display the DropChute Options notebook, see *Accessing Global Options for Placing and Answering Calls* on page 3-3, and select the Auto-Delivery tab.
2. Select an entry in the list, and click the **Edit...** button.
3. Use the procedures in Step 3 through Step 7 of *Defining an Auto-Delivery Folder and Recipient List*, above, to edit the path or recipient list.

Checking Status of Auto-Delivery

DropChute Enterprise

To check the status of an auto-delivery folder, follow these steps:

1. Display the DropChute Options notebook, see *Accessing Global Options for Placing and Answering Calls* on page 3-3, and select the Auto-Delivery tab.
2. Select an entry in the list, and click the **Status...** button to display the **Auto-Delivery Status** dialog. This dialog lists all the DropChute entries in the recipient list and shows their current status.
3. Click the **OK** button on the **Auto-Delivery Status** dialog. Then click **OK** in the DropChute Options notebook.

Aborting a Pending Auto-Delivery

DropChute Enterprise

To abort a pending auto-delivery, follow these steps:

1. Display the DropChute Options notebook, see *Accessing Global Options for Placing and Answering Calls* on page 3-3, and select the Auto-Delivery tab.
2. Select an entry in the list, and click the **S**tatus... button to display the **Auto-Delivery Status** dialog. This dialog lists all the DropChute entries in the recipient list and shows their current status.
3. Select one or more entries in the list using standard multiple selection techniques, or select all entries by clicking the **S**elect **A**ll button.
4. Click the **A**abort button to halt transfer of files to the selected entries.
5. Click the **O**K button on the **Auto-Delivery Status** dialog. Then click **O**K in the DropChute Options notebook.

Using Inbox Automation

DropChute Enterprise

Inbox automation lets you define one or more actions to take based on file names (with wildcard selection) that you receive from a particular DropChute entry. These actions can run batch files, any operating system command, or specific programs.

❖ *Note: To define the same actions for several DropChute entries, it may be helpful to follow the procedures in this section using the Template for New Entries notebook rather than for a specific entry. Then, whenever you create a new entry, it will automatically have inbox automation defined.*

Defining Inbox Automation

DropChute Enterprise

To define inbox automation for an entry, follow these steps:

1. Select an entry from the DropChute Phonebook and display its Properties notebook (see *Accessing Properties Pages* on page 3-5).
2. Select the Inbox Automation properties page.
3. In the Inbox Automation properties page, click the **N**ew... button to display the **Received File Notification** dialog.

4. In the edit field at the top of the dialog, enter a filename or extension and use wildcards (* or ?), if necessary, to define a group of files with a particular base name or extension.
 - ❖ **Note:** *If you select **Expand ZIP files** in the Receiving properties page, files within a zip file that meet your selection criteria don't execute the Inbox automation actions.*
5. Select one of the radio buttons in the dialog to define the action you want DropChute to take when it receives a file with the defined specification. For more information on possible actions, see *Inbox Automation Actions* on page 3-98.
6. Click **OK** in the **Received File Notification** dialog.

Editing Inbox Automation

DropChute Enterprise

Once you have one or more Inbox Automation actions defined for an entry, you can edit them in the following manner:

1. Select an entry from the DropChute Phonebook and display its Properties notebook (see *Accessing Properties Pages* on page 3-5).
2. Select the Inbox Automation properties page.
3. The order that actions appear in the list is important. For each file that meets the defined criterion, each action must complete, in top-down order, before the next action can start. To change the order that actions occur, select an action and use the **Move Up** and **Move Down** buttons to position the action in the proper position. Continue in this manner selecting different actions until they appear in the sequence you want them to execute. To delete an action, select it and click the **Delete** button.
4. To modify an action, select it, and click the **Edit...** button to display the **Received File Notification** dialog.
5. Make the changes desired. Select one of the radio buttons in the dialog to define the action you want DropChute to take when it receives a file with the defined specification. For more information on possible actions, see *Inbox Automation Actions*, below.
6. Click **OK** in the **Received File Notification** dialog.

DropChute
Enterprise

Inbox Automation Actions

Each time a file meets the selection criteria (either the name is the same or there is a match using wildcards), DropChute performs the action specified. The available actions are:

- Pop up a confirmation message on my PC** — select this radio button to have DropChute pop-up a message whenever it receives a file that meets the defined specification.
 - Send a notification to this e-mail address** — select this radio button to have DropChute send a notification to the e-mail address you enter in the edit field whenever it receives a file that meets the defined specification. You must enter an e-mail address in the associated edit field.
 - Have my Microsoft Agent announce** — select this radio button to have your Microsoft Agent pop-up and speak the words in the associated edit field. You must have a Microsoft Agent installed and selected (see *Using an Agent to Help You with DropChute* on page 3-3).
 - Run this program or batch file** — select this radio button and enter an absolute path and filename to have DropChute execute a particular program or batch file whenever it receives a file that meets the defined specification (for more information, see *Using Command Line Options with Inbox Automation*, below). You can use the associated **Browse...** button to select a file.
- ❖ **Note:** *To directly enter DOS commands (for example, DIR, COPY, MOVE, DEL) in this edit field, you must preface the DOS command with the command processor. For example, to issue the following command, `dir d:\ /s` you must enter `cmd /c dir d:\ /s` in the edit field for Windows NT and `command /c dir d:\ /s` for Windows 95/98.*

❖ **IMPORTANT:** *Remember that the selected action occurs for EVERY file received that meets the file specification. This means that a single transmission of a group of files that meet a wildcard specification will cause the action to execute once for every file in the group. This may not be the desired behavior. To have the action executed once for a group of similar files, it may be helpful to create a separate, uniquely named control file, and have Inbox Automation match the control file.*

Using Command Line Options with Inbox Automation

DropChute Enterprise

When you run a batch file or program using Inbox Automation, you can specify command line options or substitution parameters. Available substitution parameters are:

%1	Full path of the received file
%2	Filename.ext
%3	Volume
%4	Path
%5	Filename
%6	Extension
%7	Entry name

Using Connection Automation

DropChute Enterprise

Connection automation lets you create a batch file that DropChute automatically executes whenever it makes any connection — whether inbound or outbound. The batch file executes after connection validation and before any file transfers occur.

❖ **Note:** *Internet Rendezvous connections run the batch file twice for each connection — once for the dial-up connection, and a second time when the systems connect on the Internet.*

To use connection automation, create a batch file in the same directory as your DropChute entries, generally:

<drive>:\Program Files\DropChute\DropChute Entries

The batch file must have the name:

DropChute_Connection_Automation.bat

This batch file can contain any standard batch file commands. Figure 3-1 shows a sample batch file. This sample batch file checks for connection to either of two specific entries and performs a copy operation before beginning the DropChute file transfer. Notice that the batch file receives the entry name as a parameter.

```
@echo off

REM setlocal is only available on Windows NT and Windows 2000.
setlocal

set ENTRY_NAME=%1

:PROCEED
REM
REM Check for either of two specific entry names and set variable.
REM If neither entry, go to KEEPOPEN.
REM
set TEST_ENTRY=John Doe
if %ENTRY_NAME% == "%TEST_ENTRY%" goto JohnD
set TEST_ENTRY=Jane Smith
if %ENTRY_NAME% == "%TEST_ENTRY%" goto JaneS
goto KEEPOPEN

:JohnD
set SOURCE_DRIVE=C:
set SOURCE_FOLDER=\TRANSFER\JohnD\Original Files
set DESTINATION_DRIVE=C:
set DESTINATION_FOLDER=\TRANSFER\JohnD\Copies for XFER
goto COPY_FILES

:JaneS
set SOURCE_DRIVE=C:
set SOURCE_FOLDER=\TRANSFER\JaneS\Original Files
set DESTINATION_DRIVE=C:
set DESTINATION_FOLDER=\TRANSFER\JaneS\Copies for XFER
goto COPY_FILES
```

Figure 3-1. Connection Automation batch file

```
:COPY_FILES
REM
REM Copy the files to the new location for file transfer.
REM
REM Use variables created for each entry in a DOS copy command.
REM Copy the files because the DropChute execution line has the
REM command line parameter to delete files after transfer, and we
REM don't want to delete the original files.
REM
copy "%SOURCE_DRIVE%%SOURCE_FOLDER%\*.*"
"%DESTINATION_DRIVE%%DESTINATION_FOLDER%\*.*"

REM
REM Start the entry, set the command line to:
REN - Delete the files upon successful delivery
REM - Place the files in the outbox
REM - Queue the files in the outbox for pickup so they will be delivered
REM - Keep the connection open for 15 seconds of inactivity.
REM
start /wait DChute.exe "/entry=%ENTRY_NAME%" /delete_after_delivery "/"
file=%DESTINATION_DRIVE%%DESTINATION_FOLDER%\*.*" /queue_for_pickup /
keep_connection_open=15
goto EXIT

:KEEPOPEN
REM - Keep the connection open for 60 seconds of inactivity.
start /wait DChute.exe "/entry=%ENTRY_NAME%" /keep_connection_open=60
goto EXIT

:EXIT

REM endlocal is only available on Windows NT and Windows 2000.
endlocal
```

Figure 3-1 (continued). Connection Automation batch file



Glossary

This glossary provides brief definitions of common terms and abbreviations used throughout this manual.

- Absolute path** A complete listing of the disk drive and folders used to store or retrieve a file. It often includes the filename. Sometimes referred to as a fully qualified filename or full path.
- Address server** When you call another PC through the Internet or an intranet, DropChute needs the other PC's *IP address* to make the connection. Likewise, when others call you, they need your IP address. Unfortunately, many people have *dynamic IP addresses*. Each time they go online, their Internet service provider assigns them a different IP address. DropChute solves this problem by using an address server as an automated mechanism for finding dynamic IP addresses.
- Each time you wait for calls on the Internet or an intranet, DropChute registers your *unique name* and IP address on the address server that you specify on the Answer Via page of the Options notebook. When another DropChute user tries to connect with you, his/her software looks up your unique name on the address server to find your IP address. The same thing happens in reverse when you call others. Once you connect with another person using information from an address server, you exchange data directly with one another without involving the address server.
- Allowing DropChute to register your unique name and IP address on the FREE, unspoofable default address server (**ldap.dropchute.com**) does not expose you to unwanted communications. Only DropChute users who know your unique name can connect with you.
- Agent** An animated character that provides video and audio information. DropChute supports Microsoft Agents. To use an agent, you must download (or copy from CD) required support files.
- AOL** America Online. This service provider requires special handling by DropChute.
- Application programming interface (API)** An application programming interface (API) is a well-defined set of routines provided by a software vendor to provide other programmers access to functionality supported by the API. APIs let software developers concentrate on their own application while easily obtaining benefits of software developed by others. For example, the MS Cryptographic API, developed by Microsoft, provides data encryption routines that any application can access.

Auto-skip	DropChute automatically skips sending identical files to save connection time and money. When DropChute attempts to send a file that has the same date, time, and size as one that already exists on the receiving PC in the Deliveries folder, the receiving PC calculates the <i>CRC</i> of the file contents, and sends that information to the sending computer. The sending computer then compares that <i>CRC</i> with one it generates for its own file. If the two <i>CRCs</i> are identical, the sending computer skips sending the file, and continues sending subsequent files. If the <i>CRCs</i> are different, the sending computer continues sending the file, and the receiving computer handles the incoming file as specified in the Receiving Properties page. Upon completion of every file exchange, DropChute tells both the sender and receiver which, if any, files it skipped because there were identical files on the receiving PC.
Cascade menu	A menu that appears to the right of a menu item. Menu items that display cascade menus have a right pointing arrow at the right edge of the pull-down menu.
Chat	The process of exchanging messages with the person on the other end of your DropChute connection. You and the other person can each compose messages in one frame of your respective Chat windows. You both see the same message history in the panel that shows messages already exchanged.
Chat window	DropChute supports a special dockable window called the Chat window. It has a panel for composing messages and another that shows messages you have already exchanged. Depending on the resolution of your screen, DropChute may display the Chat window as a floating toolbar behind your session window, or the Chat window may appear docked between the Outbox and status bar.
Check box	In a GUI, a square box next to a description of an option that you can turn on and off. A check box contains an X if the option is selected (turned on).
Click	To press and release a mouse button (normally the left one, or button 1) quickly. See also <i>Double-click</i> .
Client	A computer on a network that requests and uses resources supplied by a server. Workstations usually act as clients, but they may also provide some server functions.
Combo box	A combination (combo) box is an edit field with an associated drop-down arrow button. A drop-down combo box displays the current choice, which you can change using either of two techniques: <ul style="list-style-type: none"><input type="checkbox"/> Clicking on the drop-down arrow button. This displays a selection list. Choose an option by clicking on it.<input type="checkbox"/> Click in the edit field, and type the desired option.

Command button	Same as <i>push button</i> .
Communications port	Also known as a port, serial port, or adapter. A port is the physical connection through which data are transferred into and out of a computer.
Compression	The process of reducing the total size of data by converting it to a more compact format. HyperProtocol uses data compression whenever possible to transfer files in the least amount of time.
Configuration	The term used to describe your computer hardware or settings of options that change how your hardware or software behaves.
CRC	An abbreviation for cyclic redundancy check. A CRC is a calculated number that uniquely characterizes a character string or file. It provides a high-level of confidence in transmitted data or file comparisons when two systems (or a stored CRC and calculated CRC) compare.
Deliveries Log window	DropChute supports a separate Deliveries Log window that displays information about files exchanged with other people. You can use this window to display events by date, entry name, or type of event. You can view events graphically as a tree, or as a listing.
Delivery Wizard	See <i>DropChute Delivery</i> .
Desktop icon	A desktop icon is a graphical representation of a program or file. Desktop icons usually have a name associated with them.
Dialog	In a GUI, a special window displayed by an application. A dialog may display options you need to choose among (usually with OK and Cancel push buttons); or it may display a warning (sometimes with Yes and No push buttons); or it may explain why a command can't be completed as requested (usually with an OK push button).
Directory	See <i>Folder</i> .
Dockable toolbar	A dockable toolbar is a toolbar that you can drag away from its current location. You can let the toolbar float as a window or reposition it along a window border. Some dockable toolbars restrict which borders you can use for docking.
Domain name	The name used to identify a specific computer or group of computers on the Internet or corporate intranets. Domain names are equivalent to <i>IP addresses</i> and have a form similar to <i>dcsupport.com</i>
Double-click	To click a mouse button twice in rapid succession.
Drag	To press and hold a mouse button (usually the left one) while moving the mouse.

Drag and drop	To drag one or more files or folders and release the mouse button when the collection is over another window, icon, or folder. Dropping files or folders copies or moves the dragged items to their new location.
DropChute Delivery	DropChute Delivery is the term used to describe the process that occurs when you drop files on a Phonebook entry or icon. DropChute provides a Delivery wizard to help you define how you want to send files to another person.
DropChute entry	A DropChute entry is the collection of information that defines how you connect to another person. It includes an icon that represents the person, plus other entry-specific definitions.
Drop-down combo box	See <i>Combo box</i> .
Dynamic IP address	All network computers must have an IP address under the TCP/IP protocol used for the Internet and many corporate intranets. A dynamic IP address is one that varies each time the computer connects with the network. Whenever the computer connects to the network it obtains a new dynamic IP address. Computers that dial in to the Internet or corporate intranets by modem generally have a dynamic IP address. See also <i>IP address</i> and <i>Permanent IP address</i> .
Edit field	A rectangular box in a GUI into which you type information, such as a phone number.
Electronic mail (e-mail)	Messages sent from one computer to another through telephone lines, the Internet, or corporate intranets. Generally called e-mail for short.
Extended MAPI	The e-mail client you have installed determines whether you have Extended or <i>Simple MAPI</i> . Extended MAPI supports multiple mail profiles. Before DropChute can send an e-mail message on a system with Extended MAPI, it must ask you which mail profile to use.
File selection	With the mouse pointer positioned over the filename, click with the left mouse button to select the file. To select a range of files, click on the first one and then position your mouse pointer over the last file of the range and press the  key while you click on the filename. You can use  +click to select multiple individual files.  +click also toggles selection of individual files in a group of selected files.
File Selector	The File Selector is a panel in DropChute session and Phonebook windows. This panel is similar to the Windows Explorer. It lets you navigate around your disk drives and view folders of files. You use this panel to select files for transmission.
Filename	The name of a file known to Windows. The filename must conform to standard naming conventions.

Floating toolbar	A floating toolbar is a special window that you can usually dock in an application window.
Folder	A grouping of files on a storage device (hard disk, CD-ROM, diskette, etc.). Files in folders may be logically or physically co-located on the storage device.
Folder window	A window that you display by double-clicking My Computer and continuing to double-click on folder icons until you view the folder you want. You can select an option to open a new window each time you double-click an icon or open the folder in the current window. Another way to open a folder window is to right-click on any folder icon and select O pen from the pop-up menu.
Full path	A complete listing of the disk drive and folders used to store or retrieve a file. It often includes the filename. Sometimes referred to as a fully qualified filename or absolute path.
GUI	Abbreviation for an operating system, such as Windows 95, that provides a graphical user interface.
HyperGuard	A virus filtering capability that detects the signatures of thousands of known viruses. You can obtain free updates online. HyperGuard can even detect viruses buried in Zipped files.
Icon	A “picture” that is a graphical representation of an object. In DropChute, icons represent DropChute entries of people with whom you want to communicate.
Insertion point	In a GUI, the flashing vertical bar usually displayed in a text box to indicate the place where you can type or edit information.
Internet	The global communications network that links computers of all sizes. This term has also come to include the computers connected to the network and information available on those computers.
Internet address locator server	See <i>Address server</i> .
Internet Rendezvous	<p>Internet Rendezvous lets you make one-to-one Internet connections to save long distance telephone charges even when the other person isn’t connected to the Internet when you call. To make Internet Rendezvous connections, simply enable this option in the New Entry Wizard or on the Address and Phone Properties page.</p> <p>Internet rendezvous automatically places or receives a short modem-to-modem call with another DropChute user. Then both DropChute programs hang up and call their respective Internet service provider (ISP). The calling DropChute program uses an Internet address server to find the other computer’s IP address</p>

(even if it's dynamically allocated by the ISP). The receiving system waits for a specific incoming caller and makes a secure connection.

As a caller, you can use the Placing Calls page of the Options notebook to specify a minimum anticipated call length before DropChute will use Internet Rendezvous. This lets you decide when you want to trade-off the additional time to establish an Internet Rendezvous session versus the cost savings you get by using local telephone calls to your respective Internet Service Providers.

By default, DropChute specifies the **ldap.dropchute.com**. You can change to another address server on the Address and Phone Properties page.

Internet service provider	An Internet service provider (ISP) is a company that provides access to the Internet. ISPs range in size from small local operations to mega-providers like America Online and Compuserve. If you're not with a company that has its own intranet or permanent connection to the Internet, you must make your own arrangements with an ISP. ISPs may supply dial-up and/or leased line connections. The type of ISP and connection you choose depends on the amount of time and nature of your Internet connections.
Intranet	Similar to the Internet, but used within a company or group of companies. These are sometimes referred to as private Internets, LANs, WANs, or networks.
IP address	A network computer must have an IP address under the TCP/IP protocol used for the Internet and many corporate intranets. An IP address has a form similar to 206.42.134.71 . You can generally refer to computers on a TCP/IP network by their domain name rather than their actual IP address. For example, the DropChute support domain name equivalent to the above IP address is dcplus.com .
LAN	Local area network.
List box	In a GUI, a rectangular box that displays a column of available choices. If there are additional choices available that are not displayed, the list box has a scroll bar.
Log on (or logon)	Log on is a verb, meaning to type a user identification and password as necessary to gain access to a computer system. Logon is a noun, describing the activity of logging on or the information you type when logging on.
MAPI	A Windows standard API developed by Microsoft for e-mail interchange among mail-enabled applications.
MAPI profile	A MAPI profile defines the e-mail services and options you've selected. <i>Simple MAPI</i> supports only one profile, while <i>Extended MAPI</i> supports multiple

	profiles. For DropChute to send notifications by e-mail, you must have a profile that supports out-going Internet e-mail, or alternatively, you can configure DropChute to use <i>SMTP</i> .
Menu	In a GUI, a list of items, which are usually commands.
Menu bar	In a GUI, the menu bar displays the name of each menu for the application, such as F ile and V iew.
Modem	A device that allows communications between two computers through telephone lines. This term is derived from MODulator/DEModulator. A modulator converts digital signals from the computer into audio signals that can be transmitted over telephone lines. A demodulator converts audio signals back to digital signals.
Mouse pointer	In a GUI, this is usually an “arrow” (but may have other shapes like an I-beam) that is controlled by a mouse and is displayed if you have installed a mouse in Windows.
MS Cryptography API	Microsoft Cryptography API (CryptoAPI) is a set of data encryption routines provided by Microsoft. DropChute uses this API to provide data and user authentication encryption. For DropChute data encryption to work you must have MS CryptoAPI version 1.0 (or greater) installed. Anyone with MS Internet Explorer 3.0 (or greater), Windows NT 4.0, or Windows 95 with OEM Service Release 2 (OSR2) has this API installed. If you don’t have any of these, or you get an error message from DropChute stating that you don’t have the API installed, you can find Internet Explorer on the DropChute CD, or download it from Microsoft.
Notebook	A notebook is a general term used to describe a special tabbed window (or area within a window) provided by Windows 95 and Windows NT. Each tab selects an independent panel that may have its own edit fields, buttons, and other controls. An example of a notebook in DropChute is the set of Properties pages used to define unique parameters of a DropChute entry. Each page of the properties notebook is one of the tabbed panels.
Offline	A term describing a computer that is not connected with another computer for purposes of communications. Contrast with <i>online</i> .
Online	A term for being connected with another computer for purposes of communications. Contrast with <i>offline</i> .
Option button	Same as <i>radio button</i> .
Outbox	The Outbox is a special panel in DropChute session windows used to queue selections for transfer. You can drag and drop files or folders in the Outbox.

Pathname	A listing of folders used to store or retrieve a file. See also <i>absolute path</i> and <i>relative path</i> .
Permanent IP address	Network computers must have an IP address under the TCP/IP protocol used for the Internet and many corporate intranets. A permanent IP address is one that never varies. Whenever the computer is connected to the network it has the same IP address. Computers directly connected to the Internet or corporate intranets generally have a permanent IP address. See also <i>IP address</i> and <i>dynamic IP address</i> .
Phonebook entry	See <i>DropChute entry</i> .
Phonebook window	The Phonebook window is a DropChute application window that has a File Selector and a panel that displays all your DropChute entries.
Properties pages	Properties pages are contained in a notebook and define parameters that are unique to the current (or selected) DropChute entry. You can also display Properties pages for an entry open in a session window.
Push button	In a GUI, a button in a dialog that performs a command, such as OK or Cancel . Same as <i>command button</i> .
Radio button	In a GUI, a circular button that selects an option from a list of mutually exclusive items. The selected option contains a black dot. You click on a radio button to select a different option.
Relative path	A listing of folders used to store or retrieve a file. A relative path assumes that the current drive and folder are the starting point for the path. It often includes the filename.
Selecting files	You can select a file by positioning your mouse pointer over the filename in a DropChute File Selector or Windows Explorer and clicking on it. To select multiple files, either hold the Ctrl key as you click an additional filename, or hold the Shift key to click on the last file in a range. Once you've selected one or more files, you can drag them to the Outbox or drop them on an icon that represents the DropChute entry of the person to whom you want to send the files.
Session window	A session window is a DropChute application window that appears when you open or connect to a DropChute entry. You can have multiple session windows open.
Shortcut key	A key combination or sequence that can be used in place of selecting a menu item. For example, you can use the shortcut key Ctrl+O instead of selecting the File/Open menu item.

Simple MAPI	The e-mail client you have installed determines whether you have Simple or Extended MAPI. Simple MAPI has only one Mail profile, so DropChute automatically uses that profile to send e-mail notifications.
SMTP	Simple Mail Transfer Protocol (SMTP) is an Internet standard for sending mail.
Spin button	A spin button (or spin box) provides up and down arrow buttons that let you select a numeric value, date, or time. Spin boxes let you select the current entry and directly modify or overwrite the current value.
System Tray	The System Tray is in the Windows 95 and Windows NT (4.0) Taskbar — on the far right for a horizontally docked Taskbar, and generally on the bottom for a vertically docked Taskbar. This area can include the current time and icons for programs that operate in the background.
TAPI	The Windows 95 and Windows NT telephony application programming interface (TAPI) arbitrates among applications that want to share the same communications ports and devices.
TCP/IP	A network protocol primarily used to connect with the Internet or corporate intranets.
Toolbar	A detachable row of buttons or other controls including scrollable panels. When detached, toolbars are often called tool palettes.
ToolTip	A single line of help for Toolbar buttons that appears when the mouse pointer lingers over the button.
Unique name	<p>Each time you connect with anyone, the unique names you have defined for yourselves are exchanged during a user authentication process. We advise everyone to use their Internet e-mail address as their unique name because e-mail addresses are unique.</p> <p>If you don't have an e-mail address, you can make up any unique name as long as you and the other person both enter the same name for you. By the same token, if you know someone's e-mail address, you can assume it is also their unique name. If the other person doesn't have an e-mail address, you must know the name he/she created as his/her unique name.</p>
WAN	Wide area network.
Wildcard characters	Wildcard characters, also known as global filename characters, are the symbols * and ?, which represent unknown or unspecified characters in filenames.
Windows Explorer	Windows Explorer is an application that comes with Windows 95 or Windows NT. When you open a <i>folder window</i> , you are using Windows Explorer. Another way to execute Windows Explorer that includes a tree view

of your disk drives and folder is to select **Start/Programs/Windows Explorer**. You can also right-click the **Start** menu button and select **E**xplore.

Wizard

A wizard is a series of pages that appear to help you complete a task. Wizards have various options that you can select or edit fields that you can fill in. They generally have <**B**ack and **N**ext> buttons that you click to navigate through the wizard pages.

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