Cyberdog Technical FAQ (1/97)

Article Created: 8 March 1996
Article Reviewed/Updated: 3 January 1997

TOPIC --

This article is the Cyberdog technical FAQ (Frequently Asked Questions).

DISCUSSION ---

We encourage you to read this FAQ. Often times someone else has already asked
your question and if so, this is where the answer will be! You can also access
our WEB site at:

http://cyberdog.apple.com/br/techfaq.html

General Cyberdog
================

Question: How can I rename items?

Answer: There is a "Rename <<Item>>" command in the Edit menu. You can now use
Command-E as a shortcut for Rename.

Question: What version of Internet Config do I need to run Cyberdog?

Answer: In order to run Cyberdog you need Internet Config extension 1.2 in the
Extensions folder. Cyberdog provides an interface to most of the preferences
found in Internet Config, but not all of them. If you want to be able to set the
few settings we don't yet have an interface for, such as mapping extensions to
helper applications, you will need the Internet Config 1.2 application. The
latest Internet Config.

Question: Does Cyberdog have support for firewalls and proxies?

Answer: We support SOCKS firewall for all protocols and CERN proxies for gopher,
FTP and HTTP. We do not support either of these on a protocol-by-protocol
basis.

Question: Does Cyberdog work on a 680x0 Macintosh?

Answer: Yes, Cyberdog works on all Power Macintosh computers as well as 68030, 68040 and 68040LC processor-based Macintosh computers.

Question: In the Cyberdog Preferences, Firewalls Item, under the "Exceptions" button, is there any way to specify a whole group of machines such as all machines ending in ".mitre.org" for example?

Answer: No.

Question: How do I cancel or stop processes in Cyberdog?

Answer: Anywhere you see our running dog icon, click it to cancel or stop the process that is running. Command-. (Command-Period) is a shortcut for Cancel.

Question: How can I embed the various CyberParts into an OpenDoc document?

Answer: You can embed Cyberdog parts into OpenDoc documents several ways:

1) Drag a Cyberdog icon (for example, from the Notebook, Log, or browser window) directly to the OpenDoc document and drop it in.

2) Drag in the stationery of the Cyberdog part you wish to embed in the OpenDoc document and drop it in. You can find various stationery (for example, cyberbutton stationery) in the Tools folder.

3) Drag a Cyberdog part file into the OpenDoc document. (Note: the file needs to be closed; you cannot drag an open part window into a container and drop it.)

Question: Is there a way I can get Cyberdog to display different icons for things based on their extension?

Answer: Yes, Cyberdog supports Internet Config 1.2 or later, which in turn supports extension mapping. Use the Internet Config application and set your preferred mappings there.

Question: Will Java and VRML be supported?

Answer: Initial Java support will be made available with Cyberdog 1.1 and refined with later releases. VRML is not yet supported.

Question: Will there be a Windows version of Cyberdog?

Answer: Currently, Cyberdog runs only on Power Macintosh and Macintosh computers.

Question: Can you specify another post-processor instead of the Stuffit Expander?

Answer: Yes. If you have the Internet Config 1.2 Application, you can change the default settings for post-processing of files.

Question: What does the menu item "Browse In Place" in the Navigator menu mean?

Answer: The "Browse In Place" setting lets you choose between creating a new navigator window when you follow a link or replacing the content in the current navigator. If the "Browse In Place" menu item is checked then when you follow a link, the content in that current window will be replaced by the content you were navigating to. If the "Browse in Place" menu item is NOT checked then when you follow a link, Cyberdog will create a new navigator window and put the new content in there.

Question: Sometimes I just want just one new window. Do I have to use the "Browse In Place" menu item?

Answer: No, all you have to do is hold down the option key and click (or double-click if you are in gopher or ftp). The link and the preference will be reversed just for that link. If "Browse In Place" is NOT checked, then the option key again reverses the preference and you WILL replace the content in that particular window.

Question: Is it "CyberDog" or "Cyberdog"?

Answer: It is "Cyberdog".

Question: How can I open my Netscape Bookmarks file in Cyberdog so I can copy over the links easily?

Answer: Simple, open up the notebook you want them imported to. In the Notebook menu, there is an Import submenu. Use the Import Netscape Bookmarks menu item. This will open a dialog box and allow you to pick the bookmark file you want to import. Select it and hit OK. Cyberdog will import all of the links from the Bookmarks file into the notebook and place them in a category called Bookmarks.

Question: Does Cyberdog 1.1 support QuickDraw GX printing?

Answer: No, Cyberdog 1.1 does not. It is something we hope to support in a future version.

Question: How do I setup Internet Config to use helper applications such as Real Audio?

Answer: Cyberdog caches the Internet Config file mapping table when it launches, so you need to make any changes to your Internet Preferences before launching Cyberdog, otherwise you will have quit Cyberdog and re-launch it.

Here is a web page that describes how to setup Real Audio as well:
http://www.novagate.com/%7Eacgolf/charles/html32/ra_help.htm

To set up Real Audio, launch Internet Config and click on the File Mappings button. Then click the Add button. Now, setup the Mapping Entry dialog as follows:

"Name:" field = Real Audio
"Extensions:" field = .ram
"MIME Type:" field = audio/x-pn-realaudio
Select the Binary Data radio button
"File Type:" field = PNRM
"File Creator:" = PNst

Once that is done, click the Add button again, and configure dialog just as you see below.

"Name:" field = Real Audio
"Extensions:" field = .ra
"MIME Type:" field = audio/x-pn-realaudio
Select the Binary Data radio button
"File Type:" field = PNRM
"File Creator:" = PNst

Question: I have been reading about people making their own "Internet Starting Points", but I can not seem to get it to work. Help!

Answer: OK, here are some quick tips on creating your own "Internet Starting Points":

• Double-click the DocBuilder Stationery inside the Tools folder of the Cyberdog b1 folder. This will create a new DocBuilder document. Give it a name and save it.

• Also in the Tools folder, you will see Cyberbutton Stationery. Take that and drag it into your blank DocBuilder document. After a few seconds, an unwired button will appear on the document. You can move this button around to your desired location.

• Since this is OpenDoc, there are several things you can do with this button and several ways to interact with it. I will not go into all of them here, but if you hold the option key down and click on the button, you will notice it behaves differently then if you hold the command key down. These two options help you move the button and help you activate the Cyberdog menus so that you can wire this button up to the Internet.

• You can wire this button simply by dragging and dropping a Cyberdog icon atop of the button and letting go. Or, you could use one of the many Cyberbutton menu

items to help you.

• You can embed as many Cyberbuttons in your document as you like, as long as you have the memory for it.

• You can also embed other things as well. Like the notebook for example. If you drag and drop the Notebook Stationery, also in the Tools folder, into your DocBuilder document, it will embed a notebook there.

• Make sure you save frequently. This is about all I can go into right now. We will have better documentation as time goes on.

Question: I have saved an icon to a web site in my notebook, but the URL is wrong. How do I edit it?

Answer: There is no clear cut way to "Edit" a URL at present. Follow this workaround:
• Select icon of URL to edit.
• Select Get Info menu item from Edit menu.
• Copy the URL that is displayed in the window and close.
• Click back in the notebook to activate the Notebook menu.
• Use the Add Item to Notebook menu item in the Notebook menu.
• Select the URL panel and paste the URL into the text block.
• Edit the URL as necessary.
• Click OK and then choose a place to save the icon.
• Go to the new item, use the Rename menu item in the Edit menu to give it
  a new name.
• Delete the old, incorrect item.

Question: I really like the idea of using two notebooks, but I do not seem to have the memory to run two OpenDoc processes at the same time, am I out of luck?

Answer: No, you are not. In Cyberdog 1.1 with OpenDoc 1.1, all Cyberdog documents will be opened in one process, just like there was an application! This means, you can open as many Notebooks as you have memory for and not have to worry about duplicate processes. Also, you can increase Cyberdog's memory by Getting Info on the Cyberdog application and changing the memory in the field given in that window.

Web/HTML/HTTP Related
=====================

Question: Does Cyberdog support the Blink tag?

Answer: Yes, Cyberdog displays <BLINK> text in the OUTLINE style.

Question: What level of the HTML standard does the Cyberdog web browser support?
1.0, 2.0, 3.0?

Answer: Cyberdog supports HTML 2.0 plus the following from the HTML 3.0 draft:
• Image width and height
• Backgrounds
• Tables

Question: Does it support any Netscape extensions? Does it support any other HTML extensions such as ones made specifically for it?

Answer: The Cyberdog web browser has no special extensions. We support the following Netscape additions:
• Horizontal Rule size, width, align, and no shade
• List bullet shapes, numbering styles, and start value.
• Font size (base font too)
• Centering
• Background, text, and link colors.
• ®,©,&™, , <,>

Question: Does the web tool support JPEG images?

Answer: Yes.

Question: Does Cyberdog support the <EMBED> tag?

Answer: Yes, Cyberdog 1.1 supports the <EMBED> tag. With it, Cyberdog can view plug-in, Java and other Cyberdog browsers inside the web viewer.

Question: Can I connect to a secure server when my proxy serve is enabled?

Answer: No, first go to your preference panel and turn off your proxy and then re-connect to the secure server.

Question: I saw in the release notes that you can drag multiple links from web pages into my notebook or the Finder.

Answer: Absolutely! Try this. While in Cyberdog, use the URL connection panel and connect to a website that you know has alot of links on it, Yahoo! for example. Then, simply select ALL of the links you want to move into your Notebook. Then, drag that block of selected text to your Notebook and watch what happens. Voila! If you want all of those items, but just not in you current notebook. Drag that block of text to the Finder. Cyberdog will make a new notebook for you with all of those items in it!

File Transfer/FTP Related
=========================

Question: How do I upload something to an FTP Server?

Answer: Simply drag the file into the appropriate folder or window once you have connected to the server, or use the "Put File on Server" menu item.

Question: Can I rename things on an FTP server? How about delete? And can I move things as well?

Answer: You can do all of these things as long as you have the correct permissions on that server. To rename a file simply select the item and use the "Rename" menu item. To delete a file, select the item and use the delete key or the "Delete" menu item. To move a file, drag it to the appropriate place and drop it.

Question: Does Cyberdog support Passive FTP?

Answer: Yes it does. Check in the FTP Preferences Panel.

Question: Every time I try to upload something to an FTP server, it binhexes it even when I don't want it to, say for text files with HTML or pictures?

Answer: Cyberdog binhexes any file that is not "flat", meaning any file that has a resource fork. To work around this, make sure the files you are trying to upload do not contain a resource fork.

A work around I use when uploading pictures that have resource forks is to use the file:/// URL in the Cyberdog Connect-To to open the picture into the Cyberdog picture viewer and then I Save a Copy as Generic File and Cyberdog will save it as the file type indicated in Internet Config for that extension without a resource.

Question: When I FTP why is my password displayed in the URL, and why does FTP show up in the web browser window?

Answer: These are the side effects of using a Cern Proxy server in your firewall preferences. Proxy serves information in HTML format, thus we display it in the web browser. The reason your password is displayed in the URL field is because that's the real URL. We could put up a "fake" URL but we haven't yet decided whether or not that's the right thing to do.

A workaround for Q1 would be to enter the site (and path) and user name in the Connect dialog, but NOT your password. You will be prompted for your password upon connection and it wont be displayed in the URL.

A workaround for Q2 would be to use one of the other firewall options - SOCKS or Passive, if you can. I'd recommend turning on passive support under FTP preferences as it's the fastest and most transparent option.

Mail, News and Message Editor Related

======================================

Question: Is there an easy way I can read my messages after I download them
without having to close and open them over and over again?

Answer: Yes! Open up the first message, then to page down the message if it is a
long one, just hit the space bar. Presto, you are scrolled down one page that
you can view. If you are at the end of the message, it will close that one and
open the next one! If you are in a real hurry, you can hit the enter key to
always go to the next message instead of scrolling down in a long one.

Question: What if I also wanted to DELETE them as well?

Answer: Hold down the Option key when you use either the space bar or enter key
to go to the next message. This will delete your current message and open the
next one for you.

Question: Is there some visual way to distinguish between an unwanted article
and a read article?

Answer: No, not at present. There is a visual way to distinguish between read
and unread (the check marks), but unwanted messages simply do not get displayed
as default, and you can toggle between that view with the menu item, "Display
Unwanted Items".

Question: How many news articles can I download?

Answer: In the Mail & News Setup dialog, the News preference has a field where
you can set the limit of the number of articles you want to download.

Question: The Mail and News Handler window confuses me a bit, is there a trick
to it?

Answer: Here are a few tips that might help make using Handlers a little
easier:

• The three When fields use logical AND when trying to match a condition. That
is, a match will be found only when all three conditions are matched.

• The Apply To fields tell Cyberdog what source of messages (mail trays,
newsgroups) you want these handlers to work on. For mail, the handlers may apply
to all of the Outgoing messages and/or Incoming messages (either All In Trays or
to a Single In Tray). For newsgroups, the handlers may apply to a single
newsgroup or to all the newsgroups. This list is generated from newsgroups saved
in your Default Notebook.

• Mail messages can only be handled once per application of the handlers
(because once a message is moved to a different tray, it is no longer available
for handling). Therefore, order of your handlers is important.

• To change the order of handlers, simply click on a handler name in the list
and drag it up or down to the position you want it to have in the list. Handlers
are applied according to their order in the list, top handler first.

Question: I am confused about where I set up mail and once I set it up, how do I
check it?

Answer: There are a few ways that you can set up mail in Cyberdog:

1) If you have already set up your preferences in Internet Config for your mail,
then go right into Cyberdog and select "Show Mail Trays" under the Mail/News
menu. Cyberdog will see your settings in Internet Config and set things up for
you.

2) You can set things up yourself by using the Mail & News Setup dialog. In the
first panel, Mail, put in your default email address. This is the email address
that will be your default from. You can also enter an option choice for your
SMTP host if it is different from your POP server. Contact your server
administrator for more information on you SMTP host. In the Trays panel, click
the Add button for the In Trays. Enter your account name, your account name, POP
server and your password (if you want it to be saved). Set your other
preferences for how often to check your account, whether or not to leave mail on
server and then click OK. Your mail tray is now setup. Lastly, in the Messages
panel, fill in your name. This is the second half of your default email address.
Then, click OK to close the Mail & News Setup dialog. Now, Show Mail Trays from
the Mail/News menu and you will see your In Tray has been created for you. If
you have more than one mail account you would like to use with Cyberdog, repeat
the above steps as often as necessary.

Question: I want to have a separate SMTP mail host from my POP mail host, how do
I do this?

Answer: In the Mail & News Setup dialog, in the Mail panel, there is a field for
your SMTP host. Put your SMTP host information in that field.

Question: Why is it that when I open a message I can do "next message" with the
space bar, but when I open a new message and then try to go back to my first
message, I can no longer do "next message" with the space bar?

Answer: This happens because Cyberdog mail has two possible views for each mail
tray, and the connection between arrow keys and positions in a list can be lost
when switching between different trays and different views.

Question: No matter what I set my e-mail address to in Internet Config, when I
open a new message to send something, I see that address for a second and then
an older one replaces it. What's up?

Answer: When you created the letterhead that you are now using, you must have

added the old address set in your Preferences either due to the Cyberdog preference bug or because it was not set up yet. Cyberdog letterheads save the header information (From, To, Subject, CC, BCC) as well as anything in the body of the message (pictures, text, cyber icons and enclosures). (When making a letterhead, make sure you set the insertion point to where you want it when it opens before you save it!).

The way to fix the problem of incorrect e-mail address appearing in your "From" field is to do the following:

• Open a New Message and choose the letterhead you want to fix.
• Edit the "From" field to have the correct e-mail address.
• Use the Letterhead menu item in the Message menu and add the current document (if you choose the same name, Cyberdog will simply replace the old one with the new one).

Question: Can I paste into the Address Dialog or into the Find dialog?

Answer: Yes, we fixed this bug for 1.1!

Question: I saved some e-mail addresses into my notebook and gave them nicknames. When I went to send a letter, I just typed in the nickname and sent it, but it didn't work. How come?

Answer: Unlike Eudora, the header fields (To, CC and BCC) are not linked to the address book. So, if you save e-mail addresses into the Notebook and then type out those nicknames in the To, CC or BCC fields of a message, Cyberdog will not know who you are trying to send it to! However, you can easily drag those icons of the e-mail address you want to send to into the appropriate address box, or use the Address button to bring up a dialog with all of the e-mail and news addresses that your Default Notebook knows about.

Question: I have noticed that some of the e-mail and news messages I read have dates and times that just don't seem right, they are either way to late, or way to earlier. Do I have something configured incorrectly?

Answer: Since e-mail comes from all over the world, your Macintosh has to know where it (and you!) are in order to give you the accurate date and time of when it was set. You can do this by going to your Date and & Time control panel and setting the time zone/place where you currently are.

Question: I just created a very lengthy e-mail message and clicked the Send Later button. Of course, right after I did that, I realized I spelled my name wrong. Is there anyway I can go back into that message and edit it so the whole world does not know I don't know my own name?

Answer: Sure can! Messages in the out tray are now editable. You can save messages to the Out Tray without sending them and re-edit them later. You can Queue messages to be sent later and still edit them before you send them.

Already sent letters can also be edited and sent again!

Question: Every time I open a letter, I always get this opened envelope crowding my whole screen. Is there a way I can set it up so that when messages are opened, they open with the envelope collapsed?

Answer: There sure is. Just go to the Mail & News Setup in the Mail/News menu. Click on the icon for "Message" and the Message's Preference panel will display. There are several check boxes that allow you to configure how the envelope is set when new and old messages are opened. Choose the ones appropriate to the desired behavior and then click OK.

Question: I read my articles from a newsgroup, but when I return to that newsgroup, the articles I just read are not marked as read! Why?

Answer: This behavior has been changed! Now, in Cyberdog 1.1, we save the article read-state for the groups you read globally. This means, that no matter where you open the newsgroup item from, a web page, your notebook, or even the Finder, the articles that you have previously read will remain read!

Question: I noticed that imported Eudora Out Trays are dated Jan. 1, 1904; are we just stuck with this, or is there a workaround?

Answer: Yes, we are stuck with it for now. Eudora Out Tray's do not have a traditional date setting so we make it up. In a future version we would like to put something more sensible.

Question: When I save a message from a news server to a personal mail tray, I see a "Writing to Out Tray" message appear. What is up with that?

Answer: When moving a news article to a tray you may see a "writing to Out Tray" message even though you didn't select the Out Tray to move to. This message is incorrect and your message will actually be moved to the tray you selected. You may have to double click the tray to see the message since dinking it does not refresh properly.

Question: Is there a way to import Claris Emailer Mailboxes?

Answer: Yes, there is! You will need to use the MailConverter 2.2 utility to convert your Emailer mailboxes into Eudora mailboxes and then Cyberdog 1.1 can import those mailboxes itself.

AppleTalk Browser Related
=========================

Question: When you receive an AppleShare volume CyberItem sent by somebody else, the user name field of the login dialog may be locked, preventing you from

mounting the volume using a different user name. How do I change it?

Answer: When you receive an AppleShare volume CyberItem sent by somebody else, the user name field of the login dialog may be locked, preventing you from mounting the volume using a different user name.

To use a different user name follow these steps:
1) select the CyberItem in Cyberdog,
2) Select "Get Info" in the Cyberdog's edit menu (cmd-L)
3) select and copy the URL from the Info window
4) paste the URL in the Connect To dialog URL panel (cmd-T)
5) change the user name
6) hit the enter key to resolve the edited URL

To keep the corrected CyberItem, open the log window and copy the CyberItem to your notebook.

Question: What happens when I get a "Server not found alert" messages?

Answer: If you type a URL and a "Server not found" error is reported, check the spelling of the server name and zone name in the current CyberItem or URL. Also make sure that the server name and zone name are separated by a colon (:) and that slashes and colons are used correctly elsewhere in the URL (for example, slashes between zone and volume name; colons between volume and file paths).

Question: What happens when I get a "Volume not found alert" message?

Answer: A common error is to use the slash character (/) to separate the folder names from the volume and file names instead of using the correct character, a colon (:). A slash should only be used to separate the zone and volume names.

Question: What are the differences between connecting to servers as register user named "Guest" as opposed to, guest access?

Answer: Using "guest@>server<" in an AppleShare URL means connect to the server using guest access. If your server has a registered user named "Guest" and you want to login using this register user name do not use the "guest@>server<" syntax: simply use >server< and enter "Guest" in the login dialog user name field, followed by the appropriate password. Currently, registered user accounts named "guest" must have valid passwords to work correctly.

Question: What do I do about identical volume names?

Answer: When using an AFP URL to point to a file on a server volume that has the same name of a volume already on your desktop, the URL resolution may fail because the volume name is ambiguous.

Question: Why do I get an empty zone browser window when I enter a correct URL?

Answer: When a correct syntax zone URL is used, an AppleTalk zone browser window will open. If no servers appear in a zone and no error message occurs, it may be that the zone doesn't contain any server or that the zone name you typed is incorrect. You may want to check for correct spelling of the zone name in the location field. If you notice that it is incorrect, you can edit the name there and then hit the enter key to correct the error.

What To Do When Cyberdog Crashes
================================

Question: If I try to open a Telnet Connection when my network is not connected, I crash!

Answer: Yes, don't open a Telnet item without being connected to the network!

Question: Sometimes I get into this state where I seem to crash whenever I try to visit a web site or any internet site. It usually occurs right away and it seems to be always happening. Anything I can do to help fix this?

Answer: This sounds like a problem of your log file being corrupted. While Cyberdog is not running, go to the Cyberdog Preferences folder inside the Preferences folder in your System Folder. There will be a file called, appropriately enough, "Log". Throw this file away and restart Cyberdog and things should be better. Note: This file is where your Log Information is stored and removing it will reset your Log in Cyberdog to contain nothing. If this file is important to you, please back it up often. In Cyberdog 1.1, we have made this much more stable. Now, if Cyberdog detects what could be a bad log, it deletes this file and warns the user that it has reset the log to being empty.

Question: After a bad crash, I've noticed that my settings in the Internet Config preferences file are no longer being used. When I go to reset them in Cyberdog and save them, they are ignored! What's happened?

Answer: Sometimes, Cyberdog will corrupt the Internet Preferences file in the Preferences Folder inside the System Folder. To alleviate this problem, remove the Internet Preferences file and restart Cyberdog. New preferences will be created, or you could launch Internet Config 1.3 and it will recreate the preferences as well. Please keep a backup of your Internet Preference file if this happens to you so that you do not lose your preference information.

Article Change History:
03 Jan 1997 - Updated article with the latest information.
28 May 1996 - Added troubleshooting steps.

Keywords: <None>

==

This information is from the Apple Technical Information Library.

19970106 16:05:48.00

Tech Info Library Article Number: 19477