



WebBoard™
CONFERENCE SERVER

Conferencing with WebBoard 5

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Getting Started

Welcome to WebBoard, your entry into web conferencing, where time and distance no longer restrain conversation or information sharing. This section introduces WebBoard and guides you through the initial stages of building your web conferencing site. Chapter 1, *Why Conference on the Web?*, suggests many ways to use WebBoard and provides an overview of WebBoard features. Chapter 2, *Before You Start*, covers critical information you should know before and while installing WebBoard; use this chapter to prepare for a smooth installation of WebBoard 5. Then go on to use Chapter 3, *Installing WebBoard*, as your guide to installation. Chapter 4, *Constructing Your WebBoard Site*, gives you a roadmap for designing your site and using WebBoard's administrative tools for implementing your plans. It also helps you decide which of WebBoard's many features are suited to your conferencing needs.

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Why Conference on the Web?

As the Internet becomes a common part of daily life, long-held patterns of communication are changing. Whereas meetings or telephone conferences held the monopoly of information distribution points and brainstorming centers, computer software applications reached over the Internet or intranets now offer forums for information sharing and collaboration. In place of meeting minutes or messy printouts from whiteboards, online communication offers a well-organized, searchable record of discussion and announcements. No wonder corporations, educational institutions, and community groups are turning to online conferencing and chat systems such as WebBoard.

Electronic communication addresses another increasingly common phenomenon—those working together don't necessarily do so in the same building, or even the same country. Geographic distance is no longer a barrier to interaction. Maintaining a communication center that is always open and always ready to hear from the community that uses it means that time differences don't get in the way. Your colleague in England wakes up with a bright idea and posts a message online while it's still fresh. Later, over coffee in California, you can learn all about it—and also already see some comments from team members in Chicago.

For groups of people working together, perhaps as product development teams or professors and students, conferencing systems mean no more time wasted (and nerves frayed) by endlessly repeating information or answering the same questions. An exchange initiated by one member is seen by the others, who then don't

need to ask that question. Or instead of calling up your project manager to say you've lost the schedule and could she please send another one, you can go online and get it yourself.

Conferencing systems are no longer in their infancy. Mature products such as WebBoard, evolving within the "information age," work reliably and intuitively. WebBoard's numerous features—which may allow you to do something you don't even know you want—enhance the basic posting, organized storage, and easy retrieval of information without cluttering the interface. These features have developed not only in response to user requests but as innovations of electronic communication visionaries.

WebBoard 5 reflects the expanding use of electronic communication by large corporations and institutions. In addition to ever enhanced performance and reliability, WebBoard 5 includes a new Active Server Pages (ASP) interface that allows you to integrate components into your site. WebBoard 5 now has full-featured, fully-integrated chat using ChatSpace's chat server technology.

Other new features will delight your end users—from being able to receive email alerts when topics they are watching have responses to displaying images in messages. Usability is also improved for users who participate by email: they can now download file attachments from WebBoard via a link included in the email message. Conferences now have home pages that you can customize to provide more information for your users.

This book is dedicated to showing you how to build a dynamic, compelling web conferencing and chat system using WebBoard. This first chapter provides an overview of WebBoard and some ideas for using it. Later sections in this chapter give you the full list of new features. The rest of this book tells you how to install, manage, customize, and use WebBoard.

How Can I Use WebBoard?

WebBoard is a tool for fostering communication, globally or locally, among people with common interests, whether they be professional, civic, or social. WebBoard is extremely flexible and convenient to use and manage. You can use it anywhere, any time, through a browser, email program, or news reader. All your users need is access to the Internet or an intranet. As the administrator, you can manage WebBoard through your browser, making remote administration easy.

Think of WebBoard as a tool for increasing communication, disseminating information, and building community. You may decide to use WebBoard to promote discussion for developing a product, hold virtual office hours, or provide information and support to your customers. An important thing to note about using WebBoard for public boards is that it is designed to bring people to your site and *keep* them there, unlike many web pages that have links sending users out to *other*

sites on the Web. If your boards are well designed and maintained, they can become an essential destination for a variety of people.

This section gives you some standard ideas as well as some you might not have thought of for using WebBoard. Whenever group participation and collaboration are appropriate, WebBoard offers a well-organized framework for managing the discussion and users. As you become more familiar with WebBoard and your online community, you can tailor these ideas accordingly. And, you can always visit WebBoard Central (<http://www.webboard.com/>) for more ideas—and to share your own WebBoard use.

Project collaboration

As businesses have become more flexible in reacting to changing market-places and the increasing pace of technological advancements, much has been said and written about the virtual corporation. Virtual corporations or virtual teams rely heavily on electronic communication, such as email, file transfers, voicemail, pagers, and fax service, to share and track the issues their projects face.

WebBoard's ability to store information by topic and attach files, combined with its fast search engine, makes it an excellent choice for offsite groups collaborating on the same project. Unless you're working on an internal network, you probably want to make project conferences private, limited to the project team members.

For example, your organization sets up a board for the product you're bringing to market, with several conferences: one for marketing information, one for technical discussion, one for production, and others as required. During the course of several months, each team uses the conferences that concern it the most, but also has access to the discussions the other groups are having about the product.

For faster and more universal participation, team members may subscribe to the conferences' mailing lists. Sometimes busy team members find it easier to read and respond to email than to visit the WebBoard site. Others may participate via their news reader.

At the end of the process, your new product goes to market and is a success. Furthermore, your team's use of WebBoard is lauded as a model for the corporation's future information management.

Web conference hosting/ISPs

WebBoard makes it easy for you to host boards for others. Each board is unique, with its own set of conferences, messages, and users. It can also have its own managers and conference moderators. And every board can have its own look and feel with WebBoard's custom schemes. You may want to run separate boards for different departments or locations in your company. If

you're a web consultant or host web pages for others, you can set up boards for your business clients who want conferences to discuss their products and services. Each client's board can have its own pages with the client's own custom look. With WebBoard's Open Scripting, you can customize a board's functionality as well as its appearance, for example, providing a custom authentication scheme for a client that requires extra-tight security.

Community building

People with a common interest benefit from sharing ideas, discussing problems, and negotiating solutions. Interests can range from programmers working with the Perl language to residents of a large town. A town board, for example, might be hosted by the community center or a home-owners association. There, residents share ideas and thoughts about local schools, parks, and what they would like to see in their community. Action committees emerge as needs are clarified.

Teaching tool at educational institution

WebBoard permits courses to have private asynchronous discussions—so participants can read and post messages at whatever hour of the day they're most productive (for students, this is often after midnight!). At a college where discussion is central to the learning process, WebBoard encourages all students to have a voice, even those who shy away from public speaking. Moreover, because it's easy to use, students can begin participating with WebBoard right away. WebBoard can also be used by various campus committees and academic organizations such as Women in Science to post announcements and generate discussion about current issues.

Virtual meetings

We're all familiar with the often impossible task of coordinating schedules for meetings to review and discuss time-critical information with our peers. Scheduling meetings with multiple participants from far-flung locations can often be more time-consuming than the meetings themselves! However, WebBoard gives you an effective alternative by providing a meeting place without regard to time or location.

For example, a project manager can post unresolved issues and invite team members to contribute possible solutions. Later, a list of action items posted to the board specifies who will take responsibility for implementing the chosen solutions. The project writer needs agreement on terminology and feature descriptions. Instead of trying to get five busy people together in a room, the writer can post a sample demonstrating the terminology and descriptions, and the team can critique it online, coming to decisions through the back and forth of posting and commenting.

If the meeting would be more effective with real-time, synchronous discussion, invite all the members to a chat room and conduct the meeting.

Participants can join the meeting from any location and the discussion can be saved as a transcript for later review.

Corporate extranets

Extranets are emerging as an ideal way for a company to provide specific information to its customers that is not published or available for the general public. For example, customers may use extranets to check out current inventories, check the status of an order, or collaborate on a project. Some companies sell information, making the research findings or libraries available over the password-protected extranet. WebBoard is well suited as the “welcome” to an extranet, which requires a user account and password to gain entry. Customers can also easily post questions, and the company can distribute news through the conferences.

Information management

We live in the Information Overload Age. Having too much information can be useless or even counterproductive. WebBoard helps you manage information so that it is readily available and logically organized. It also allows you to alert those who most need to read a message by posting it to their attention. Users can isolate messages requiring their immediate attention, or restrict their view to new messages only.

WebBoard’s conferences and structured information hierarchy create an ideal medium for managed information. For example, a research facility can arrange conferences in much the same way as one would manage a filing cabinet. The information is made available both logically and chronologically. As you need more room or other topics emerge, you can add more boards, just as you would add more filing cabinets.

In addition, WebBoard’s support for file attachments and links to other sites on the Internet lets users extend the message-posting and -reading capability of WebBoard. A research scientist may want to have peers review current findings stored in a spreadsheet file, or point users to images recorded during a recent observation. When scientists are onsite and Internet connections limited, participating in conferences by email or news reader allows them to stay up-to-date.

Foreign-language conferences

Whether you want to provide a discussion area for your international customers or simply a place to practice with your local French club, WebBoard makes setting up foreign-language conferences easy. Nearly every element displayed by WebBoard is an HTML document or image that you can translate or replace. For example, you can change the images used for buttons on the menubar to display the same commands in German (or French or Spanish!) and then translate the text on the HTML page. System messages that are hard-

coded can also be translated, too. Individual language files make it possible to have system messages in different languages for different boards.

If your business serves a variety of international locations or you're head of the foreign-language department for a school system, you may want to set up multiple boards based on language. From the conference center home page, users can select the language they want and go directly to the appropriate board. Foreign-language students can benefit by having native speakers from the country also participate in the conferences and chat sessions.

Customer service/technical support

WebBoard is an ideal way to provide customer service or technical support. In conferences set up for specific product activities, a customer can post a question. Other participants can answer from their own experience, or a staff member can provide an official answer. You may choose to moderate some of these conferences to ensure that solutions are proper and won't lead to bigger problems. Once a solution is posted, it is available for other users to read. In fact, rather than repeating the same information over and over, support staff can point users to WebBoard conferences for answers to questions. WebBoard's message searching functions quickly find information on a given topic, posted by a specific user, or from a specific date.

Online brainstorming

WebBoard makes it easy for team members to hold brainstorming sessions despite being separated by time and distance. The fundamental rule of brainstorming is never to discard ideas, but record them all. In the traditional brainstorming model, each idea may be the seed of the final, creative solution.

WebBoard's fully-integrated chat provides a great vehicle for brainstorming sessions. The chat room is connected to a conference and inherits all the security settings for that conference. Set a time for the chat brainstorming session and have the WebBoard administrator record the session in a chat log. The log can then be posted in the conference for participants to review.

Similarly, you can brainstorm through WebBoard's conferences. Because WebBoard keeps conference postings until the administrator removes them or they reach an expiration date, participants in a WebBoard brainstorming session can refer to earlier comments, previous ideas, and the entire flow of the conversation throughout its lifetime.

What Are Some WebBoard Features?

We've talked a lot about how you might use WebBoard, and you probably have some more ideas of your own. Now let's take a look at some specific WebBoard features. This overview should help flesh out your ideas and get you headed in

the right direction for installing WebBoard and building your own web conferences.

Fully-integrated chat

WebBoard provides interactive, real-time conversations with fully-integrated support for chat based on ChatSpace's award-winning Community Server. This chat technology is renowned for being stable, secure, and reliable while offering a rich feature set. The chat server works with firewalls and provides automated transcribing and access through wireless devices. It's integration with WebBoard means seamless movement from conference to chat room for your users, with all their expected privileges in place.

Active Server Page (ASP) interface

The ASP interface for end-user interaction with WebBoard opens a world of site programming possibilities. Community architects and web developers can now integrate WebBoard's ASP components in their sites for greater flexibility and customization. The ASP interface also makes future upgrades of WebBoard easier, since components can be upgraded or added without touching the HTML interface.

HTML frames, email, and NNTP interfaces

In addition to the new ASP interface, WebBoard 5 also offers a standard frames HTML interface. Using HTML pages for its interface, users have access to a host of features. Customizing boards and conferences can be as simple as editing the HTML or applying a built-in scheme. More complex changes are possible through WebBoard's Open Scripting object model. You can also offer users access to a board or conference through email or a newsreader by setting up mailing lists and newsgroups for conferences. WebBoard's flexible interfaces make participation a breeze for your users.

Host Master support for unique hostnames

Boards can now sport their own hostnames for use in board URLs and emails. WebBoard 5 includes Host Master support to provide flexible, enhanced naming conventions. A boon for those hosting boards for others, unique board naming helps build brand identity for the board owners.

Built-in MSDE database or SQL Server support

The Microsoft Data Engine (MSDE) database that ships with WebBoard meets the needs of even the busiest site. It holds up to two gigabytes of data, eliminating the need for upsizing. However, for those who prefer to use Microsoft SQL Server Version 7.0, or 2000, WebBoard provides tools for seamless integration with a SQL Server database.

Web servers—built-in and external

WebBoard's built-in web server requires no configuration or special maintenance. It supports all WebBoard features, including all three security modes, file attachments, and the JavaScript used for administration wizards. If you

want to use an external server to tie in to existing user databases for authentication, use WebBoard behind a firewall, or support SSL, you can add it as a gateway to WebBoard's built-in server. Install the external web server on the same or a different computer from WebBoard. WebBoard's ASP interface requires a web server that supports ASP.

WebBoard Archive Creator

This new, separate utility lets you create static archives of conference message for historic or other distribution purposes. You can create archives in HTML Help (compiled HTML) format or static HTML format. The HTML Help archive results in a single file that can be easily distributed. The static HTML archive results in a collection of linked files. Archives can include a list of board users and file attachments. When you no longer need to keep a conference active, but don't want to destroy the information, creating a WebBoard archive is the solution.

Watched topics and conferences

Users can now have WebBoard send them an alert email whenever a new message is posted to a topic or conference they are watching. When a user posts a message, he can tell WebBoard to watch the message. When someone responds to the message, WebBoard sends an email alert. Users can also have WebBoard watch any topic, by checking the Watch This Topic box after reading a message. To have WebBoard stop watching topics, the user simply visits his or her Watch Lists on the More Options menu.

Message search feature

WebBoard includes a search engine for finding specific text in message topics and message bodies or finding messages by a specific author. Search all messages or limit your search by conference or date. You can also sort messages in a variety of ways, including by weight, where WebBoard judges which messages are most likely to be the one you're looking for. Full-text searches make finding specific information even faster on your board.

Attention messaging

Make sure specific users read a message by posting it to their attention. Each user has a private address book available when composing a message. WebBoard notifies the users you include on the ATTN: line of the message the next time they go to the board. To help manage ATTN: messages, WebBoard provides an ATTN: message view, where only messages posted to your attention are listed.

Paging and broadcast messages

Users can page other logged in users, sending private messages or inviting the user to join a chat. The WebBoard administrator can broadcast a message to logged-in users on all boards, for example, to warn of an impending system shutdown. Board managers can broadcast to their board users.

Administrative privileges

WebBoard supports three levels of users with varying administrative privileges. Each level performs different tasks and is essential in delegating the upkeep of WebBoard. Figure 8-1 in Chapter 8, *Managing Users*, provides a good overview of WebBoard's user hierarchy.

What's New in WebBoard 5?

This chapter has already mentioned several new administrative and end-user features you'll see in WebBoard 5. If you are upgrading from a previous version of WebBoard, here are some of the new features you'll notice:

- Improved speed. Several changes to the database and built-in server result in faster response to user requests.
- Fully-integrated chat, using ChatSpace's award-winning chat server technology. Rooms and users are fully registered and work seamless with WebBoard conferences. WebBoard privileges are maintained in the chat server environment.
- WebBoard Archive Creator lets you create HTML Help or static HTML archives of conference messages.
- Full integration of Host Master. Formerly a companion product, Host Master is now part of WebBoard 5. Give your boards unique hostnames using Host Master naming support.
- WebBoard's frames interface for end users now meets the United States Government Web Accessibility Guidelines (Section 508). Refer to www.section508.gov for more information.
- You can now bind the WebBoard server to a specific IP address so WebBoard can use the same port as another server (for example, a web server) on the system.
- Watch Lists allow users to receive email alerts when messages are posted to topics or conferences they are watching. Users can manage their watch lists through the Watch Lists option on the More Options menu.
- Administrators can also manage a user's watch lists through an interface similar to managing a user's profile and mailing list subscriptions.
- Inline image support lets users attach digital images to their postings and have them display in the message body rather than as an attachment. You can determine the size of the displayed image.
- Email participants can now obtain file attachments via a link to the attachment included in the email.

- Conference home pages—displayed when a user clicks the conference name—include useful information about the conference. By default, this information is the conference's name and description; mailing list, newsgroup, and chat room names; and a list of file attachments (as links) in the conference. The page also includes a link to post to the conference. You can modify these pages on a site, board, or conference basis.
- All new messages in the Conferences tree are marked with the New icon (new.gif). When a conference or topic is fully expanded, each new message has the icon, rather than just the topic message.
- Message editing now allows the user to remove file attachments. The person who posted the message can edit the message. Conference moderators, board managers, and administrators can also edit messages to delete attachments.
- Message editing also allows users to replace attachments. By deleting the current attachment and adding a new one, users can keep their messages up to date.
- A new WebBoard tag, `<ESC> </ESC>`, allows users to include HTML code in messages and have it appear as HTML. Without the escape tags, the HTML is processed by WebBoard.
- The Message Preview page includes a Cancel button, allowing users to cancel a message before posting it or cancel a spelling change without having to rely on their browser's Back button.
- A Post button at the bottom of the Message Preview page allows the user to post the message after reading it, rather than having to scroll up to the top of the message. Long messages posed usability issues when the Post button at the top of the preview page was no longer visible.
- Email and NNTP messages no longer contain the email address of the posting user, if the user has chosen to hide his email address.
- A user can have WebBoard stop remembering his or her password by logging in again and deselecting the Remember My Password checkbox. This feature allows for a secure logoff on a cookie-based board.
- Messages archived in the WebBoard database (through automatic archive settings) can now be manually deleted from the database. Deleting archived messages helps clean up your database.
- By default, new installations use a minimal logging format for the WebBoard.log. Upgraders continue to use the verbose format. This setting is changeable via the Registry (see Chapter 5).

2

Before You Start

B*efore You Start* chapters are easy to skip. It's tempting to jump right to installing the software. However, we politely request (and strongly suggest!) that you *read this chapter before installing WebBoard*.

This chapter covers the basic information you need to successfully install and run WebBoard. Being familiar with this information up front will keep you from having to stop during the installation process to hunt for required items. Also, you'll know if your equipment and software are sufficient for using WebBoard. In essence, it's like baking a cake or changing your car's oil: having all the tools and materials in place before you begin makes your endeavor efficient and successful.

If the idea of having your own web conferencing system is intriguing, but you aren't sure you are prepared for it, this chapter will answer your questions and concerns. This chapter gives a brief overview of how WebBoard works and what components it includes. Then it details the hardware and software requirements for running WebBoard and discuss connectivity issues, including TCP/IP and what types of Internet connections work with WebBoard.

You'll learn about WebBoard's internal web server and how to use an external web server as a gateway to the internal server. This chapter answers questions about the type of database to use with WebBoard. You'll also find information about which browsers work best with WebBoard and on using WebBoard's email and NNTP capabilities.

After reading through WebBoard's requirements and learning what information will be requested during installation, you can fill out a convenient checklist so everything you need will be at hand when you begin the installation process. Additional resources are listed at the end of this chapter if you want more detailed information about any of the topics covered.

How WebBoard Works

WebBoard combines database technology with World Wide Web technology. The Microsoft Data Engine (MSDE) database keeps track of boards, conferences, messages, users, and WebBoard's configuration. You can also run WebBoard with SQL Server 7.0 or SQL Server 2000 if you choose.

World Wide Web technology provides the user interfaces for using and managing WebBoard. Browsers display HTML or ASP pages for logging in, reading and posting messages, searching, and learning more about conferences and users, as well as for performing administrative tasks. Through its mailing list capability and support for NNTP, WebBoard allows registered users to read and post messages or responses via email or their news reader. WebBoard's integrated chat adds real-time communication to WebBoard's conferencing capabilities.

Sitting between the database and the browser is the WebBoard executable, which enables the two pieces to communicate. The WebBoard application can be installed on more than one computer for load balancing or redundancy. You designate one computer as the primary computer, the others as secondary. There is only one database, which you can put on any networked computer for best performance. WebBoard connects to the database via a connection string.

WebBoard is also a web server, the software that handles requests from and responses to browsers, which supports the frames (standard HTML) interface. To use WebBoard's ASP interface, WebBoard requires an external web server that supports ASP (such as Microsoft's IIS). Even when using the frames interface, you may want to use a proxy web server with WebBoard's server. Proxy servers can run on different computers or on the same computer as WebBoard and may provide additional security or functionality.

To support mailing list capabilities, WebBoard includes its own SMTP mail receiver to handle inbound mail only. This component takes care of properly routing email messages to the designated conference and, if the email is a response to an existing message, marking it as a reply to the appropriate topic. Outbound mail for welcome messages, email notifications, and mailing lists requires an external SMTP mail server.

To support NNTP, WebBoard includes its own NNTP server. This server communicates with the user's news reader, sending conference messages as newsgroup messages. It also handles incoming messages from the news reader, routing them

to the proper conference and posting them as replies or new topics, as appropriate.

For chat integration, WebBoard uses chat server and client technology from ChatSpace. The chat server is fully integrated with WebBoard so rooms and user information is permanently registered. Users participate in chat seamlessly.

That's the very quick tour of WebBoard's operation. As you learn more about WebBoard and understand the various pieces, you'll appreciate both the power and elegant simplicity of the WebBoard model.

Hardware Requirements

WebBoard requires no fancy or expensive hardware. In fact, WebBoard installs and runs on almost any off-the-shelf PC. The specific hardware requirements are as follows:

- Pentium III 500 mhz minimum
- VGA video display adapter (SVGA recommended)
- CD-ROM drive
- 70 MB of free disk space for the program and the MSDE database, plus 120 MB temporary install space for installing MSDE; 30 MB free temporary install space if you are using a SQL Server database and not installing MSDE
- 128 MB RAM minimum
- Network card or modem (28.8 Kbps minimum modem)

If you expect high-volume traffic or plan to run multiple boards, your system should have the recommended values or higher. If you plan to use SQL Server, consult the manufacturer's requirements for SQL Server.

Operating System Requirements

WebBoard runs under the Windows operating systems: Windows 2000 Professional, Server, or Advanced Server; Windows NT 4.0 Workstation or Server; Windows Me, Windows 98, or Windows 95. Note the following about your operating system choice:

- For Windows 2000, you need at least Service Pack 1 installed. For Windows NT 4.0, you need at least Service Pack 6a installed. You can obtain service packs from the Microsoft web site (<http://www.microsoft.com/>).
- Windows 95 users must have OSR2 and DCOM installed or be running Microsoft Internet Explorer 4.0 or later. Windows 95 users without Microsoft

Internet Explorer 4.0 need to install OSR2 and DCOM, which is available at the Microsoft site. For more information, see the WebBoard Knowledge Base at WebBoard Central (<http://www.webboard.com/>).

Connectivity Requirements

WebBoard requires that your system have a TCP/IP stack installed and running. TCP/IP (Transmission Control Protocol/Internet Protocol) is the suite of networking protocols that the Internet uses. TCP/IP capability is built into the Windows operating systems WebBoard uses, and you need no additional software. In general, TCP/IP is already installed under these operating systems. If you are not sure, review the networking setup on the system.

A second requirement is that you be connected to the Internet when you install WebBoard. The setup program contacts ChatSpace to complete the software's registration. If you do not have a connection, you can complete registration via email. WebBoard will not run until registration is complete.

The rest of this section discusses some pertinent TCP/IP topics.

Fully Qualified Domain Name and IP Address

An Internet Protocol (IP) address is required for setting up TCP/IP. The IP address is a set of four numbers, one to three digits each, separated by periods (or dots), for example, 204.148.40.6. Although you don't need the IP address when installing WebBoard, the computer must have an IP address or no one will be able to find your computer on the Internet or intranet. If the WebBoard computer has several IP addresses, you can bind WebBoard to a specific IP address after installation (see Chapter 5, *Managing Your WebBoard Site*).

The Fully Qualified Domain Name (FQDN), often referred to simply as the hostname, is a unique name that identifies your computer on the Internet (or an intranet). For example, *forums.webboard.com*, *www.ncsa.uiuc.edu*, and *www.census.gov* are FQDNs used to identify computers connected to the Internet. If you already have a hostname for your web server, you can use the same name for WebBoard, even if you run it on a different port (see "Web Server Requirements" later in this section). The FQDN for your computer is linked to its IP address. When a user types a URL with the FQDN into the browser, the Domain Name System (DNS) looks up the FQDN, finds the IP address of your computer, and sends the browser to your site.

Either your Internet Service Provider (ISP) or network administrator can tell you the FQDN and IP address for your WebBoard computer, or explain how to obtain a static IP address and domain name for your computer.

TCP/IP Connection to an Internal Network

Running WebBoard on an intranet to provide an internal conferencing system (such as for a department or departments of a company) requires that the network be running TCP/IP. Also, the computer on which you install WebBoard must have a properly configured connection to that network. If your computer is on a network, get the IP address and FQDN for it from your network administrator.

Note

If you are using WebBoard for an internal Windows-based network, you can use the computer name of the computer running WebBoard instead of an FQDN in WebBoard URLs. It must be *exclusively* an internal Windows-based network for this to work.

TCP/IP Connection to the Internet

If you want your WebBoard to be reachable by other computers on the Internet, you need a connection that puts your computer there. This may be one of several connection types, including PPP or SLIP dial-up, DSL, cable, wireless, ISDN, or dedicated line, such as T1 or T3. The connection type depends completely on the needs of your installation. If you expect heavy traffic, you need a high-speed, high-bandwidth connection.

Regardless of connection type, the connection must provide you with a static IP address. Internet Service Providers (ISPs) often offer accounts with dynamic IP addresses; that is, when you connect you are assigned a random IP address from their collection. This is great for browsing the web and receiving email, but it does not work for serving pages (or web conferences) on the web. Without a static IP address, no one can find your server on the Internet.

Check with your ISP to ensure that your connection gives you a static IP address for using WebBoard.

Port

Your computer is identified on the Internet by its IP address. However, information for various types of services may be sent to that address, including HTTP requests, email messages, and chat services. The port number tells the Internet where to send the information so it arrives at the appropriate service. In technical terms, a port is a logical address used by the Internet to determine where information is to be sent; it is used in conjunction with TCP/IP. Each service on the Internet uses a port number.

Well-known ports are those numbered below 512. For example, HTTP (Hypertext Transfer Protocol) is assigned port 80, and HTTP requests are automatically sent to

port 80. When a port assignment is changed, a client must call the port manually. For instance, if the WebBoard server is set to 80, the URL is *http://your.computer.com/*, but if it is changed to port 8080, the URL must include the port number, as in *http://your.computer.com:8080/*. Any service that is not assigned a well-known port will also need to be called in this manner.

During installation you are asked to specify a port for WebBoard's web server. If you have a web server running on port 80 of the computer on which you are installing WebBoard, you will have to choose a different port. Ports 8080, 8085, and 8088 are commonly used WebBoard ports. The port you choose must not be used by another service. You can also change the port number at any time, as described in Chapter 5, *Managing Your WebBoard Site*.

Web Server Requirements

WebBoard is an application for providing conferencing and chat over the Web and, as such, requires a web server. WebBoard comes with its own internal web server. However, you can use an external server as a gateway to WebBoard's internal web server, which provides some benefits not available with WebBoard's internal server.

Note

If you plan to use WebBoard's Active Server Page (ASP) interface, you must run a web server that supports ASP.

The internal web server provides all the functionality necessary for WebBoard to operate properly using the frames interface. The web server handles requests to WebBoard and returns responses to the user's browser. There are several advantages to having an internal server:

- Enhanced performance from a tightly integrated, efficient package
- No additional software to install, configure, or manage
- Full support for all WebBoard features, including file attachments (some other web servers do not support file attachments)
- No chance of error in mapping WebBoard's executable and document space: all mapping is performed automatically during installation
- WebBoard's internal web server works independently of any other web server you may have installed. Note, however, that each server must be assigned to a different port. Ports are explained in "Port" earlier in this chapter

There are several reasons why you might want to use an external server as a gateway:

- With an external server, you can take advantage of WebBoard's new ASP interface for enhanced flexibility and integration of WebBoard components into your site.
- With an external web server, you can have a single authentication process for your entire web site, including WebBoard. (This usually requires some additional customization using WebBoard's Open Scripting.)
- You can use SSL if the external web server supports it.
- Using a gateway allows you to maintain a firewall between WebBoard requests and the computer running WebBoard.
- If your web site is set up with multiple web servers as part of a load-balancing system or as a safety feature, all the systems can direct WebBoard requests to the computer running WebBoard.

WebBoard allows you to use one or more external web servers to receive requests directed to your boards and send them on to WebBoard's internal web server. For the frames interface, the WebBoard ISAPI Proxy DLL (*wbpx.dll*) handles the interaction. The external server can run on the same computer as WebBoard or on a different computer. And you can specify that WebBoard's internal web server accept requests only from the external server, or allow the internal server to also accept direct requests. You can use any ISAPI-compliant web server as an external server. The servers that meet these requirements are:

- WebSite Professional 2.x or higher from Deerfield.com (see <http://website.deerfield.com/>).
- Internet Information Server (IIS), Peer Web Server, and Personal Web Server from Microsoft. With IIS there are some restrictions to using basic authentication for a board, as described in Chapter 6, *Managing Boards*.

To use an external web server with the frames interface, you must install the ISAPI Proxy DLL on the computer running the external web server and tell the proxy where to find WebBoard. The Web Server Support Installer handles these two tasks. After installation, you let WebBoard know that an external server is forwarding requests and specify whether WebBoard's internal web server is to accept requests from the external server exclusively or to also take requests directly from a browser.

Database Requirements

WebBoard requires a database to hold information about the site configuration, the boards and their contents, and the WebBoard users. You can run WebBoard with the MSDE database WebBoard ships with or with a SQL Server database, Version 7.0 and 2000. While the MSDE database is sufficient for WebBoard's needs

on even busy sites, some users want support for a client/server enterprise-style database. WebBoard's SQL Server support offers a solution for those sites. Also, MSDE has a limit of five users, so if you are installing WebBoard on more than five computers for redundancy or load balancing, you must use SQL Server. In general, if you already have SQL Server, you will probably prefer to use a SQL Server database. If not (and you don't need more than five connections to the database), there's no reason not to install and use MSDE. There is no difference in how WebBoard performs with the two types of database.

For a new installation, you must create an empty database before you install the actual WebBoard program. To create an MSDE database, use the setup program included with WebBoard. If you choose to use SQL Server, use the SQL Server Enterprise Manager to create a new database and create a System DSN for the database before beginning the WebBoard installation process. If you are upgrading, the setup program will use the existing database.

If using a SQL Server database, be prepared to provide its System DSN and, if required, the username and password for the database during installation. Setup also populates the empty database (or upgrades an existing one) with the tables, indexes, and other information WebBoard 5 needs the first time it is run.

During installation you may be asked for:

DSN for the SQL Server database (if using SQL Server)

Supply the System DSN configured in the ODBC Data Sources Administrator for the SQL database you created to use with WebBoard.

Username and password

Supply the userid and password for the database login account.

Mail Server and Email Requirements

WebBoard requires an external Simple Mail Transfer Protocol (SMTP) mail server for outbound mail. The outbound mail server is used for sending welcome messages and passwords to new users, sending notifications of new messages posted to watched topics and conferences, and sending and receiving conference postings to and from mailing list subscribers.

You have two choices of where to install the SMTP server for outbound mail:

- On a separate computer from WebBoard. Installing the SMTP server on a separate computer gives you the most options. Any SMTP mail server can be used. Typically you have access to an SMTP server through your ISP or your local network.
- On the same computer as WebBoard. If the SMTP server is on the same computer as WebBoard, the computer must have two IP addresses and the

SMTP server bound to the one that isn't bound to WebBoard. Or, the SMTP server must be able to be bound to route incoming mail to another port on the same computer. As of this writing, only Post.Office is confirmed compatible when installed on the same computer as WebBoard.

During installation you will be asked for some information about your SMTP server and email addresses:

Mail server name

Supply the FQDN or IP address of the SMTP server to be used for sending email from WebBoard. This is described in detail in Chapter 5.

WebBoard hostname

This name is the FQDN of the system running WebBoard. This hostname is used for mailing list support to construct mailing list addresses for sending and receiving postings via email. For demonstration purposes, you can use *local-host* as your FQDN.

NNTP Support for Newsgroups

WebBoard comes with a built-in NNTP server (news server) that can distribute conferences as newsgroups. The NNTP server requires ActivePerl 5.005 Build 509 and can be run with up to Build 522. If you have the correct version of ActivePerl, and it is on your System Path so that WebBoard can find it, you needn't install the ActivePerl included with WebBoard. If you don't have ActivePerl on your system, or you have the wrong version, you will need to install ActivePerl from the WebBoard main setup menu.

Browser Requirements

WebBoard administration requires a browser that supports frames. Several administrative tasks may be completed only with WebBoard in frames mode. Even if you use the ASP interface, you must complete administration tasks via the frames interface. Any browser you or your users choose must be configured to accept cookies. The browser must also support JavaScript since many administrative tasks use JavaScript.

Administrators must use one of the following browsers:

Netscape Navigator 4.0 and higher

Fully supports all WebBoard's features. Note that version 6.0 has some significant problems and should not be used for WebBoard administration.

Microsoft Internet Explorer 4.0 and higher

Supports all WebBoard's features. Internet Explorer 5.x is recommended.

Nonadministrative users can use older browsers, although level 4 browsers are recommended. Those with the following older browsers may encounter some of the problems noted:

Netscape Navigator 3.x

Fully supports WebBoard's user features.

Microsoft Internet Explorer 3.x

File-attachment support requires the installation of a patch, *rfc1867.exe*, which is available from Microsoft's web site. IE 3.x does not properly support WebBoard's online help in a separate window. Some idiosyncrasies in how various versions of the Internet Explorer 3.x refresh frames also exist.

America Online browser 4.0 and higher

Version 4.0 fully supports WebBoard features. 3.x does not support file attachments and JavaScript.

Note

Browsers continue to evolve and improve. What may not have worked while we were writing this book may very well work shortly after it is published. We encourage you to test new browsers as they become available and note what problems your users encounter when using browsers other than those listed here. We are interested in hearing your feedback on browsers. Please visit WebBoard Central (<http://www.webboard.com/>) and let us know about your experiences.

Other Setup Requirements

During installation, you will be asked for some additional information, depending on whether this is a new installation or an upgrade installation. This section discusses those additional requirements.

WebBoard Administrator

The WebBoard administrator oversees all WebBoard functions, data, and users, and is responsible for configuring the site. The administrator performs database tasks such as selecting the database type and resetting database counters. He or she creates boards and can manage conferences and users. The WebBoard administrator has privileges that allow complete control over WebBoard's activities.

If you are upgrading from a previous version of WebBoard, the WebBoard administrator will be the same as before, and you will be asked for this information only during the chat server portion of installation. If you are performing a new installation, WebBoard requires the following information to create an administrator user account:

Login name

The WebBoard administrator uses this name to log in to WebBoard. You may want to make this name generic, such as *WBAdmin*. If a board is set up to use login rather than real names, this name appears in the WebBoard administrator's profile and all message postings.

Password

The WebBoard administrator uses this password to log in to WebBoard. *Do not lose this password!* You will not be able to recover from a lost WebBoard administrator's password. We recommend that you do not use the default password, *admin*, to keep your system secure from hackers.

First name

The WebBoard administrator's real first name. You may want to use your real name or a generic term. If a virtual board is set up to use real names, this name appears in the administrator's profile and all message postings.

Last name

The WebBoard administrator's real last name. You may want to use your real name or a generic term. If a virtual board is set up to use real names, this name appears in the administrator's profile and all message postings.

Email address

The WebBoard administrator's email address. This address is used on the *admin* board WebBoard creates during installation as the return email for welcome messages and email notifications. It is also used as a site-wide setting for the address to receive bounced incoming email from email posts and on WebBoard error pages. The board and site settings can be changed after installation. Note that WebBoard does not create new email addresses. If you need a new or different address, contact your system administrator or ISP.

Checklist

Before you begin installing WebBoard, fill out the checklist, so you have all the information you need at hand. The items in this checklist are described in the previous sections.

WebBoard administrator login name	_____
WebBoard administrator password	_____
WebBoard administrator email address	_____
Outbound mail server FQDN or IP address	_____
WebBoard site FQDN	_____
WebBoard's web server port number	_____
DNS (SQL Server)	_____
User and password (SQL Server)	_____
Primary WebBoard IP address	_____

3

Installing WebBoard

Before you can install WebBoard, you need to collect some information about your hardware, software, connectivity, and other options, as described in Chapter 2, *Before You Start*. With that information and with a properly configured system and Internet or intranet connection, installing WebBoard is a simple job handled by the setup program.

The WebBoard setup main menu lists various install options. Depending on your requirements, you may install only the WebBoard program itself, or you may install all the options. Each item takes just a few minutes to install. After installation (and completing the upsizing), you must test WebBoard. Testing is important to ensure that WebBoard is installed correctly and operating properly.

During installation, WebBoard uses the information you provide, as well as information from the Windows Registry and configuration files, to set the basic parameters for the program and establish the first board. Most of this information can be changed later, as described in Chapter 5, *Managing Your WebBoard Site*.

This chapter begins with a quick-start summary, followed by detailed installation instructions for a new installation of WebBoard 5. There are also instructions for the secondary installations used when distributing WebBoard across several computers. Separate sections provide specific instructions for installing the NNTP (news) server, installing ActivePerl (required for NNTP support), and installing support for an external web server to use as a gateway to WebBoard. Next, this

chapter walks you through the tests used to be sure WebBoard is running properly. Finally, it tells you where to find help.

Note

You can upgrade to WebBoard 5 only from any version of WebBoard 4 for MSDE/SQL Server. If you want to upgrade from an older version of WebBoard, you must first upgrade to WebBoard 4.x.

Quick Start Summary

To install and test WebBoard, you must complete the following steps. These steps are listed briefly here and explained fully in the next sections. Figure 3-1 shows the main menu of WebBoard Setup.

Figure 3-1 WebBoard Setup main menu



1. Review the WebBoard installation requirements (see Chapter 2). You may need to ask your network administrator or ISP for some information.
2. If you are upgrading from a previous version of WebBoard, make backup copies of your WebBoard directory (and all subdirectories) and the WebBoard Registry key, located under HKEY_LOCAL_MACHINE\SOFTWARE\O'Reilly\WebBoard\3.0 in the Windows Registry.
3. If using MSDE for your database, install MSDE from the Setup menu.
4. Install the basic WebBoard 5 program.

Note

If you are using a SQL Server database that is on another computer, the WebBoard installation may require you to create a database before it can complete. If so, it will display an error message that the database connection failed. Before continuing, you must create a database as described in “Creating a Database for WebBoard,” later in this chapter.

5. To provide NNTP support for distributing WebBoard conferences as newsgroups, do the following:
 - Install ActiveState Perl from the Setup menu if you do not already have the correct version of Perl.
 - Install the NNTP server from the Setup menu.
6. To use an external web server as a gateway to WebBoard, install the required DLL and provide setup information using the setup option for external server support on the Setup menu.
7. Test WebBoard’s operation.
8. Install any secondary WebBoard installations using Setup.
9. Test your complete WebBoard system.

Creating a Database for WebBoard

WebBoard uses a database for storing information about your system configuration, boards, conferences, and users. You may need to create a database to complete WebBoard installation, depending on your environment:

- If you plan to use MSDE, you must first install it as described in this section.

Note

MSDE has a five-user limit, so in a redundant setting with more than five WebBoard installations, you must use SQL Server.

- If you plan to use an existing SQL Server database and it is on the same system as WebBoard, you don’t need to do anything.
- If you plan to use an existing SQL Server database and it is on another computer in the network, WebBoard Setup will try to connect to it. If the connection fails, you need to create a database as described in this section.
- If you are upgrading, you don’t need to do anything.

Installing MSDE and Creating a Database

This section describes how to install MSDE and create an empty MSDE database and DSN for WebBoard. Note that you cannot install MSDE on a system where SQL Server is already installed. To install MSDE, follow these steps:

1. Shut down all Windows programs.
2. Verify that you have 150 MB of free space (30 MB for the program and 120 MB for the temporary files).
3. Execute the WebBoard setup program. The WebBoard Setup main menu appears (see Figure 3-1).
4. Click Install MSDE. The Welcome screen appears, reminding you to exit Windows programs. Click Next to continue.
5. Select a destination folder for MSDE. The default is *C:\Mssql7*, but you can install MSDE in another folder or on another drive. Click Next to accept the default, or click Browse to select another folder and then click Next to continue.
6. The MSDE setup program is now ready to install MSDE. During installation you will see no progress bar or indication of what is happening; the installation takes up to 15 minutes to complete. The MSDE Configuration screen appears after setup completes the installation.
7. On the MSDE Configuration screen, click Start MSDE Manager. The SQL Server Service Manager appears. Make sure Auto-start service when OS starts is checked. The Start/Continue button should be dimmed (server is running). Click the dialog close box to return to setup. The MSDE Server icon appears in the tray. Click Next.
8. On the final screen, click Finish. During this step, setup does the following:
 - Creates an empty WebBoard database.
 - Creates a login account for the database with username *sa* and no password (Password field blank).
 - Creates a System DSN for the database named *WebBoardPrimary* in the ODBC Administrator.
 - Adds an MSDE folder to your Start menu.

Note

If the MSDE installation fails, the *sqlstp.log* in the *\Windows* or *\Winnt* folder may contain useful information for diagnosing the cause of the failure.

Preparing to Use a SQL Server Database

If WebBoard Setup is able to connect to an existing SQL Server database, it completes the necessary database setup and you can ignore this section. However, if WebBoard Setup is unable to connect to an existing SQL Server database (for example, if it is on the network), you must manually create an empty database, a user account for WebBoard to use to gain access to the database, and a DSN for the database.

Note

Do not complete this procedure unless WebBoard Setup fails to connect to your existing SQL Server database.

Follow the instructions provided with your SQL Server for creating an empty database and login for the database. Note the following:

- Give the empty SQL Server 7.0 or 2000 database a recognizable name, such as WebBoard.
- Create a new login for the database for the WebBoard administrator. This user account will be used to access the database from WebBoard. Give full permissions to all aspects of the database.

Once you have the database and the database login, you are ready to create the DSN, which is what WebBoard needs in order to use the SQL Server database you created.

To create a DSN, follow these steps:

1. On the computer where you plan to install WebBoard, open the ODBC Data Source Administrator from the Control Panel.
2. Click System DSN and then click Add. (You must create a System DSN, not a User DSN, or WebBoard may not have access to the data source.) The Create New Data Source dialog box appears.
3. In the list of drivers, select SQL Server, and then click Finish. A wizard for creating a new SQL data source appears.
4. Enter a name for the data source, such as WebBoardSQL, and a description. Make a note of the name, as you will be required to provide it when installing WebBoard. Select or enter the server name where SQL Server resides. Click Next to go to the next screen and enter more configuration information.
5. On the second data source configuration screen, make these settings:
 - Under How should SQL Server verify the authenticity of the login ID, select With SQL Server authentication using a login ID and password entered by the user.

- In the Login ID and Password fields, enter the username and password you chose when creating the user account for WebBoard to access the data source. Click Next.
- 6. On the third data source configuration screen, check Change the default database to, and choose the WebBoard database from the drop-down list. Click Next.
- 7. Click Finish. Review the configuration settings for the new ODBC data source and then click Test Data Source to verify that the settings will work correctly. Click OK to return to the ODBC Data Source Administrator. Your new DSN appears in the list of System Data Sources.

Installing the WebBoard Software

The core WebBoard program includes the WebBoard Server with built-in web server, the WebBoard chat server, the WebBoard Properties, and the WebBoard SMTP receiver. These components are installed by the WebBoard Setup program. This section gives instructions for a new primary installation or an upgrade from WebBoard 4.x. It also describes how to install WebBoard as a secondary installation for redundancy or load sharing.

Note

You must have an Internet connection to complete installation. Part of installation is registering WebBoard and obtaining a key to run WebBoard.

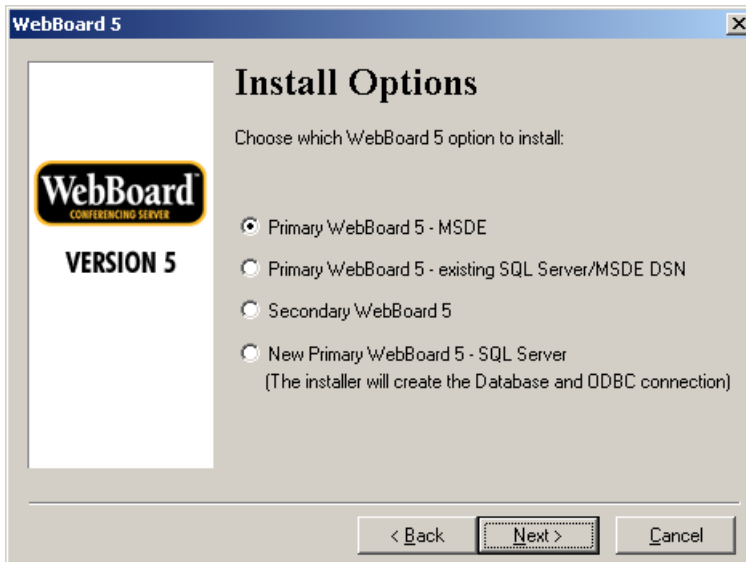
Performing a New Primary Installation

The following procedures install the WebBoard software. Read each installation screen for instructions and information. To install WebBoard for the first time, complete the following steps:

1. Start the computer you are installing WebBoard on and log in to Windows 2000, Windows NT, or Windows Me/98/95. If you are installing WebBoard under Windows 2000 or Windows NT, you must be the administrator or have administrator privileges. Do not attempt to install WebBoard across a network.
2. To avoid conflicts, close all Windows applications.
3. Execute the WebBoard setup program. If you received WebBoard on a CD, insert the CD first. The Setup program main menu appears (see Figure 3-1).
4. Click Install WebBoard 5. The WebBoard Setup program displays the welcome screen. Click Next.
5. Read the license agreement and click Accept to proceed with the installation.

6. Read the release notes for late-breaking information and warnings. Click Next to continue.
7. On the Install Options screen (Figure 3-2), choose one of the following:

Figure 3-2 Choosing which WebBoard configuration to install



Primary WebBoard 5 - MSDE

Select this option if you have prepared an empty MSDE database to use with WebBoard on the *local* system. If you have installed MSDE on another system, you actually use the SQL Server option and follow the directions for using a SQL Server DSN. This is the default option if Setup detects MSDE on the local system.

Primary WebBoard 5 - existing SQL Server/MSDE DSN

Select this option if you have prepared an empty SQL Server database to use with WebBoard. (You also select this option if you are using an MSDE database that is not on the local system.)

Secondary WebBoard 5

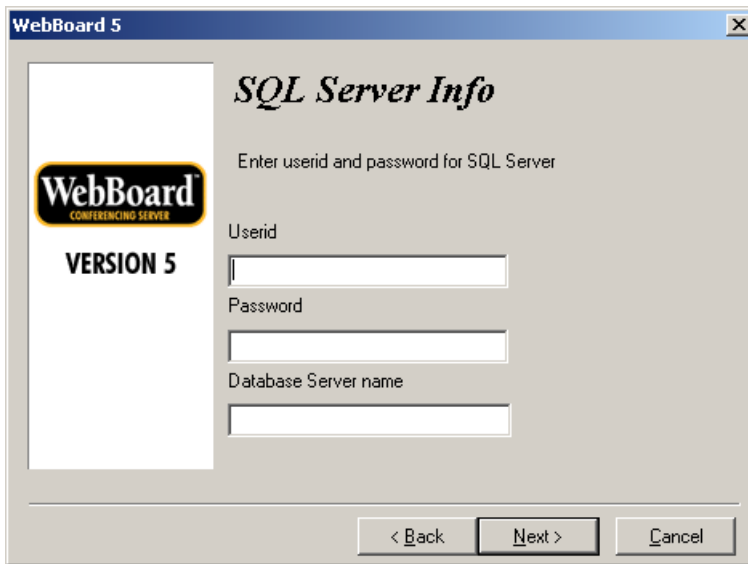
Select this option only for secondary installations. See "Performing a Secondary Installation."

New Primary WebBoard 5 - SQL Server

Select this option if you have SQL Server installed but have not prepared a database. WebBoard will attempt to connect to SQL Server and create the database and ODBC connection. If this option fails, you must prepare a database as described in "Preparing to Use a SQL Server Database." This is the default option if Setup does not detect MSDE on the local system.

8. If you chose New Primary WebBoard 5 - SQL Server in Step 7, you see the SQL Server Info screen shown in Figure 3-3 (otherwise, skip to Step 9). If you know the following information, enter it; otherwise accept the defaults and click Next.

Figure 3-3 Entering SQL Server Information

The screenshot shows a window titled "WebBoard 5" with a close button in the top right corner. On the left side of the window is a logo for "WebBoard CONFERENCING SERVER VERSION 5". The main area of the window is titled "SQL Server Info" in a stylized font. Below the title, it says "Enter userid and password for SQL Server". There are three input fields: "Userid", "Password", and "Database Server name". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

Userid

If you are using SQL Server authentication (recommended), enter the SQL Login ID for the user account created for the WebBoard database.

Password

If you are using SQL Server authentication (recommended), enter the password for the SQL user account for the WebBoard database.

Database Server Name

If the database is on the local system, use *local*. Otherwise, supply the name of the networked computer where SQL Server resides.

Note

When you click Next, WebBoard attempts to connect to SQL Server. If it is successful, go to Step 10. If not, you see the Cannot Connect to Database error message. You must prepare a database as described in "Preparing to Use a SQL Server Database," and repeat the installation selecting the Primary WebBoard 5 - existing SQL Server/MSDE DSN option.

9. If you chose Primary WebBoard 5 - existing SQL Server/MSDE DSN in Step 7, you see the Data Source screen (otherwise, continue with Step 10). If you know the required information, enter it and click Next. If you do not know the

information or have not created a DSN, click Run ODBC Administrator. You must supply the:

DSN

For an MSDE database, enter WebBoardPrimary. For a SQL Server database, enter the System DSN listed in the ODBC Administrator for WebBoard's SQL database.

User

If you are using SQL Server authentication (recommended), enter the SQL Login ID for the user account created for the WebBoard database.

Password

If you are using SQL Server authentication (recommended), enter the password for the SQL user account for the WebBoard database.

Run ODBC Administrator

Click this button to open the ODBC Data Source Administrator. If you need to create a DSN, see "Preparing to Use a SQL Server Database," earlier in the chapter. If the DSN already exists, click the System DSN tab and find the DSN for your empty SQL database. Select the DSN and click Configure to find the User/Password you established when creating a SQL login account for the SQL Server database. (Under How should SQL Server verify the authenticity of the login ID, check the option With SQL Server authentication to make the login ID and password visible.) Enter the information in the setup Data Source screen as you find it (click Run ODBC Administrator to return to the SQL Server Configuration information).

10. Choose the destination folder for the WebBoard software. The default location is *C:\WebBoard*, but you can install the software in another folder. Click Next to accept the default, or click Browse to choose another location and click Next to continue.
11. Enter the WebBoard administrator account information:

Login name

The name by which the WebBoard administrator logs in to WebBoard.

Password

The password by which the WebBoard administrator logs in to WebBoard. Note that when you enter the password on this screen, it is shown as plain text. When you log in to WebBoard, the password is hidden. To maintain the security and integrity of your WebBoard, you should carefully protect the WebBoard administrator's login name and password.

First name

The real first name of the WebBoard administrator; this name is shown in the user profile for the WebBoard administrator and is used in searches.

Last name

The real last name of the WebBoard administrator; this name is shown in the user profile for the WebBoard administrator and is used in searches.

Email address

The email address for the WebBoard administrator. You may want to make this your real account or a generic WebBoard administration account. The WebBoard administrator's email address is used on a variety of WebBoard pages and error messages.

12. Enter the information WebBoard uses to send outbound mailing list messages as well as welcome and watched topics/conferences alert messages:

External SMTP mail server

The hostname or address of the external Simple Mail Transfer Protocol (SMTP) mail server to be used for sending email.

Server name

The Fully Qualified Domain Name (FQDN) by which your WebBoard is identified on the Internet (or intranet). This name is used throughout the WebBoard system. You can use *localhost* for demonstration purposes.

13. Enter the port setting for WebBoard's internal web server. By default, the port on which web servers listen for incoming requests is 80. If you are running another web server, it is probably using that port, and you need to assign a different port number to WebBoard's internal server. Typically, port 8080 is the second port used for web servers. Note that if you use a port other than 80, you must include the port number in the WebBoard URL, for example, *http://your.server.name:8080/~boardalias*.
14. Setup next asks if you want backup copies made of all files replaced during installation. We recommend you answer yes, in case you need to recover the original files at any point. All actions taken by WebBoard's Setup program are recorded in the WebBoard installation log.
15. If you answered yes in Step 12, you must select the location for the backed-up files. Accept the default or use the Browse button to choose a folder.
16. Setup informs you that an Administrator account has been established and displays the WebBoard administrator login name and password you entered. Write down this information.
17. On the Ready to Install screen, click Next to install WebBoard with the settings you entered in the previous screens. (Click Cancel to exit without installing WebBoard.) Setup installs the software. The program displays a progress indicator and tells you which files are being installed. Setup also adds information to your Windows Registry, builds the Start menu folder, and creates the neces-

sary database tables. During some installations under Windows 95, Setup may also install WinSock 2.0, an upgrade to WinSock from Microsoft.

18. Setup displays your Login Name and Password again. Make sure you write them down. If you forget the password or login name, you won't be able to log in to WebBoard! Setup also displays the URL you will use to log into WebBoard for the first time. Click Next to continue.
19. Setup then displays a Setup Complete screen. You must now register your software by connecting to the registration server at ChatSpace, obtaining a key, and installing the key. Follow the instructions on the registration pages, which appear in your browser. If you are connected to the Internet, you should receive a key immediately. If you are not connected, you need to complete the registration by email, as instructed. The key must be successfully installed for WebBoard to start.
20. If necessary, Setup informs you to restart Windows. In this case, WebBoard is not properly installed until Windows is restarted. Click OK to restart the system.

You're now ready to add NNTP support or external server support or begin testing WebBoard as described later in this chapter.

Performing an Upgrade Installation

WebBoard Setup automatically detects an existing WebBoard installation and performs the upgrade. Before upgrading, review the following upgrade considerations.

Considerations for upgrading

WebBoard 5.0 supports direct upgrades from WebBoard 4.x. If you are upgrading, note the following issues before you begin:

- WebBoard 5.0 can only upgrade WebBoard 4.x, Windows Edition for MSDE/SQL Server. If you are running WebBoard 3.x, you must first upgrade to WebBoard 4.x or start over. WebBoard 5 does not upgrade WebBoard 4.x, Windows Edition for Oracle 8/8i.
- If you previously had ConferenceRoom chat installed, WebBoard 5 leaves it alone but installs its own chat server instead.
- The new WebBoard chat server is fully integrated with WebBoard and must always be running for WebBoard to run.
- Existing chat rooms are created in the chat server's database. The new chat server requires room names to be unique across the WebBoard site. If Setup encounters duplicate room names, it will rename them, prepending the name

of each with a # and a number. For example, two rooms named ChattingRoom will be renamed #ChattingRoom and #2ChattingRoom. Note that this change also means that conferences cannot share a single room.

- WebBoard 5 replaces all the HTML files installed in WebBoard 4.x. It is not feasible to upgrade any customizations you have made to the HTML files during the upgrade process. If you have a highly-customized WebBoard, you may want to add the updates to your existing files rather than your customizations to the new files. See Appendix B, *Upgrading Files from WebBoard 4.x* for a list of the changed files and follow these steps for updating your existing files:
 1. Install 5.0 to backup all the old HTML templates and install the 5.0 templates.
 2. Make a copy of the 5.0 templates for reference.
 3. Move the user-facing 4.x templates back into the HTML folder(s).
 4. Modify the user-facing templates that have 5.0 changes in them per the tables in Appendix B.
- Before starting an upgrade installation, back up the Registry key HKEY_LOCAL_MACHINE\SOFTWARE\0'Reilly\WebBoard\3.0. To export or save this key and its subtrees, use the Registry editor (*regedt32.exe* or *regedit.exe*). These programs are usually installed in your \Windows directory. Save the keys under a new name.
- Back up your entire WebBoard installation, including all subfolders (*Conf*s, *Html*, *System*, and so on). If something goes wrong with the update installation, you'll be glad you did this!
- Backup your WebBoard database.

Installing the WebBoard software

WebBoard Setup recognizes that you have an existing installation and skips some steps of a full installation. It also preserves or updates your current WebBoard settings, messages, and users. It does not upgrade any customizations you have made to HTML files. To perform an upgrade install, follow these steps:

1. Start the computer you are installing WebBoard on and log in to Windows 2000, Windows NT, or Windows Me/98/95. If you are installing WebBoard under Windows 2000 or Windows NT, you must be the administrator or have administrator privileges. Do not attempt to install WebBoard across a network.
2. To avoid conflicts, close all Windows applications.
3. Shutdown the WebBoard server, the WebBoard SMTP server, and any other WebBoard components that are running (including chat and NNTP).

4. Execute the WebBoard setup program. If you received WebBoard on a CD, insert the CD first. The Setup program main menu appears (see Figure 3-1).
5. Click Install WebBoard 5. The WebBoard Setup program displays the welcome screen. Click Next.
6. Read the license agreement and click Accept to proceed with the installation.
7. Read the release notes for late-breaking information and warnings. Click Next to continue.
8. Setup detects an existing installation and displays a message screen saying it will upgrade WebBoard. Click Next to continue.
9. On the Install Options screen (see Figure 3-2), choose one of the following:

Primary WebBoard 5 - MSDE

Select this option if you have prepared an empty MSDE database to use with WebBoard on the *local* system. If you have installed MSDE on another system, you actually use the SQL Server option and follow the directions for using a SQL Server DSN. This is the default option if Setup detects MSDE on the local system.

Primary WebBoard 5 - existing SQL Server/MSDE DSN

Select this option if WebBoard cannot locate the existing database. (You also select this option if you are using an MSDE database that is not on the local system.)

Secondary WebBoard 5

Select this option only for secondary installations. See “Performing a Secondary Installation.”

New Primary WebBoard 5 - SQL Server

Select this option if you use SQL Server with WebBoard. WebBoard will attempt to connect to SQL Server and create the database and ODBC connection. If this option fails, select Primary WebBoard 5 - existing SQL Server/MSDE DSN and supply the database connection information.

10. If you chose New Primary WebBoard 5 - SQL Server in Step 8, you see the SQL Server Info screen (otherwise, skip to Step 11). If you know the following information, enter it; otherwise accept the defaults and click Next.

Userid

If you are using SQL Server authentication (recommended), enter the SQL Login ID for the user account created for the WebBoard database.

Password

If you are using SQL Server authentication (recommended), enter the password for the SQL user account for the WebBoard database.

Database Server Name

If the database is on the local system, use *local*. Otherwise, supply the name of the networked computer where SQL Server resides.

Note

When you click Next, WebBoard attempts to connect to SQL Server. If it is successful, go to Step 12. If not, you see the Cannot Connect to Database error message. You must prepare a database as described in “Preparing to Use a SQL Server Database,” and repeat the installation selecting the Primary WebBoard 5 - existing SQL Server/MSDE DSN option.

11. If you chose Primary WebBoard 5 - existing SQL Server/MSDE DSN in Step 9, you see the Data Source screen (otherwise, continue with Step 12). If you know the required information, enter it and click Next. If you do not know the information or have not created a DSN, click Run ODBC Administrator. You must supply the:

DSN

For an MSDE database, enter WebBoardPrimary. For a SQL Server database, enter the System DSN listed in the ODBC Administrator for WebBoard's SQL database.

User

If you are using SQL Server authentication (recommended), enter the SQL Login ID for the user account created for the WebBoard database.

Password

If you are using SQL Server authentication (recommended), enter the password for the SQL user account for the WebBoard database.

Run ODBC Administrator

Click this button to open the ODBC Data Source Administrator. If you need to create a DSN, see “Preparing to Use a SQL Server Database,” earlier in the chapter. If the DSN already exists, click the System DSN tab and find the DSN for your empty SQL database. Select the DSN and click Configure to find the User/Password you established when creating a SQL login account for the SQL Server database. (Under How should SQL Server verify the authenticity of the login ID, check the option With SQL Server authentication to make the login ID and password visible.) Enter the information in the setup Data Source screen as you find it (click Run ODBC Administrator to return to the SQL Server Configuration information).

12. Setup next asks if you want backup copies made of all files replaced during installation. We recommend you answer yes, in case you need to recover the original files at any point. All actions taken by WebBoard's Setup program are recorded in the WebBoard installation log.

13. If you answered yes in Step 12, you must select the location for the backed-up files. Accept the default or use the Browse button to choose a folder.
14. Setup informs you that an Administrator account has been established and displays the WebBoard administrator login name and password you entered. Write down this information.
15. On the Ready to Install screen, click Next to install WebBoard with the settings you entered in the previous screens. (Click Cancel to exit without installing WebBoard.) Setup installs the software. The program displays a progress indicator and tells you which files are being installed. Setup also adds information to your Windows Registry, builds the Start menu folder, and creates the necessary database tables. During some installations under Windows 95, Setup may also install WinSock 2.0, an upgrade to WinSock from Microsoft.
16. After upgrading WebBoard, you must install the new chat server, based on chat technology from ChatSpace. The Welcome screen appears. Click Next to continue.
17. On the Registration Information screen, accept or change the contact name, contact email, and registered owner's name. This information is used to register your copy of WebBoard 5. Click Next to continue.
18. On the Administrator Signon Info screen, enter the WebBoard administrator's login name and password, as shown in Figure 3-4. This should be the primary WebBoard administrator's information. Click Next to continue.

Figure 3-4 Administrator's information for registration



The screenshot shows a Windows-style dialog box titled "ChatSpace Installation". The main heading is "Administrator Signon Info". Below the heading, there is a graphic of a computer monitor and keyboard on the left. To the right of the graphic, the text reads: "Enter the nickname and password you will use when you signon to ChatSpace. You will have Administrator-level authority." Below this text are three text input fields labeled "Administrator's Nickname", "Administrator's Password", and "Confirm Password". At the bottom left, there is a checkbox labeled "Require all users to be registered". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

19. On the Email Server Info screen, accept or change the SMTP server name. This name should be the same one you use for WebBoard. Click Next to continue.
20. Setup displays your Login Name and Password again. Make sure you write them down. If you forget the password or login name, you won't be able to log in to WebBoard! Setup also displays the URL you will use to log into WebBoard for the first time. Click Next to continue.
21. Setup then displays a Setup Complete screen. You must now register your software by connecting to the registration server at ChatSpace, obtaining a key, and installing the key. If you are connected to the Internet, you should receive a key immediately. If you are not connected, you need to complete the registration by email, as instructed. The key must be successfully installed for WebBoard to start.
22. If necessary, Setup informs you to restart Windows. In this case, WebBoard is not properly installed until Windows is restarted. Click OK to restart the system.

You're now ready to upgrade other WebBoard components, including NNTP support or external server support

Performing a Secondary Installation

If you plan to run WebBoard in a redundant setup, after creating the primary installation, you will perform as many secondary installations as desired. We recommend that you get your primary installation up and running smoothly before adding the secondary installations. Read the relevant section in Chapter 5 to learn more about requirements for redundant setups. You will have to set all the paths for shared folders to UNC paths. You will also have to create a DSN, which requires the SQL ODBC driver. If you do not already have this on your system, you can find it on Service Pack 4 in the MDAC folder.

To create a secondary WebBoard installation, follow these steps:

1. Go to the WebBoard Site Management menu and, in the Misc. Web Server Settings section, make all the paths for shared files UNC paths. See Chapter 5 for details.
2. Start the computer where you want your secondary installation and log into Windows 2000, Windows NT, or Windows Me/98/95. If you are installing WebBoard under Windows 2000 or Windows NT, you must be the administrator or have administrator privileges.
3. To avoid conflicts, close all Windows applications.
4. Execute the WebBoard setup program. The Setup program main menu appears. You cannot install WebBoard across a network.

5. Click Install WebBoard 4. The WebBoard Setup program displays the welcome screen. Click Next.
6. Read the license agreement and click Accept to proceed with the installation.
7. On the Install Type screen, select Secondary WebBoard 5 installation and click Next.
8. On the data source screen, click Run ODBC Administrator to create a DSN for the same database that is used by the primary installation. For details on how to create a DSN, see “Preparing to Use a SQL Server Database” earlier in the chapter. The process is the same for creating a System DSN for a MSDE database; the driver for MSDE listed in the Create New Data Source dialog is SQL Server (if the driver doesn’t appear in the list, you will have to install it from Service Pack 4). After creating the DSN, enter the requested information:

DSN

Enter the System DSN you just created for the WebBoard database.

User

Enter the login ID for the SQL Server login account created for the WebBoard database. (The default user for the MSDE database created by Setup is sa.)

Password

Enter the password for the SQL Server login account for the WebBoard database. (The default password for the MSDE database created by Setup is no password).

9. Enter the IP address of the computer running the primary WebBoard installation. If the primary WebBoard is bound to an IP address, make sure you use that one.
10. Choose the destination folder for the WebBoard software. The default location is *C:\WebBoard*, but you can install the software in another folder. Click Next to accept the default, or click Browse to choose another location and click Next to continue.
11. Enter the port setting for WebBoard’s internal web server. We recommend that you use the same port for this installation as on the primary installation.
12. Setup next asks if you want backup copies made of all files replaced during installation. We recommend you answer yes, in case you need to recover the original files at any point. All actions taken by WebBoard’s Setup program are recorded in the WebBoard installation log.
13. If you answered yes in Step 11, you must select the location for the backed-up files. Accept the default or use the Browse button to choose a folder.

14. On the Ready to Install screen, click Next to install WebBoard with the settings you entered in the previous screens. (Click Cancel to exit without installing WebBoard.) Setup installs the software. The program displays a progress indicator and tells you which files are being installed. Setup also adds information to your Windows Registry and builds the Start menu folder. During some installations under Windows 95, Setup may also install WinSock 2.0, an upgrade to WinSock from Microsoft.
15. Read the release notes and click Next to continue.
16. Setup is complete. WebBoard may not be properly installed until Windows is restarted. Click Finish and then click OK, if prompted, to restart the system.

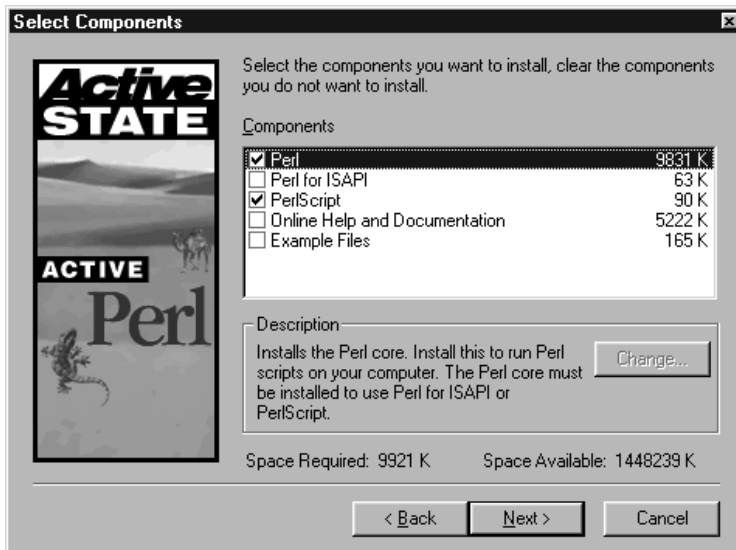
Installing NNTP Support

WebBoard comes with an NNTP server that allows you to distribute board conferences as newsgroups. Users can then read and post messages via their newsreaders. The NNTP server requires ActivePerl 5.005 Build 509 or later. If you have the correct version of ActivePerl, and it is on your System Path so that WebBoard can find it, you don't need to install the ActivePerl included with WebBoard 5. If you don't have ActivePerl on your system, or you have the wrong version, you will need to install ActivePerl from the WebBoard setup program before installing the NNTP server.

Installing ActivePerl

Complete the following steps to install ActivePerl 5.005 Build 509:

1. Execute the WebBoard setup program. The WebBoard Setup program main menu appears.
2. Click Install ActivePerl. Some screens flash by as the ActivePerl installer prepares the ActivePerl Setup Wizard. Then you see the Welcome screen. Click Next.
3. On the License screen, click Yes to accept the terms of the license and proceed with installing ActivePerl.
4. The Installation Notes describe some of the settings you will need to make during setup. Click Yes after reading the notes.
5. Choose a destination location. Click Browse to find another folder.
6. On the Select Components screen (Figure 3-5), select at least the following:
 - Perl—Required for NNTP.
 - PerlScript—Can be used with WebBoard Open Scripting.

Figure 3-5 Selecting Perl components

7. Select the following required Perl options:

Add the Perl bin to your path

Adds the Perl *bin* directory to your system path and removes all other Perl directories

Associate .pl with Perl.exe in the Windows Explorer

Enables you to run a Perl script by double-clicking it in Windows Explorer.

8. Select the program folder where you want Perl setup to place the Perl program icons and click Next.
9. On the Start Copying Files screen, check your settings. Use Back to make any changes. Click Next to install Perl. The Perl setup program copies files and configures Perl.
10. On Windows 95/98/Me, click Yes to let setup modify the *AUTOEXEC.BAT* file and add the Perl *bin* directory to your system path.
11. To read the online Release Notes, Click Yes (you have to be online to view the notes).
12. When asked if you want to restart your system, do one of the following:
 - On Windows NT or Windows 2000, leave No selected and click Finish.
 - On Windows 95/98/Me, select Yes and click Finish.

Installing the NNTP Server

To install the NNTP server, follow these steps:

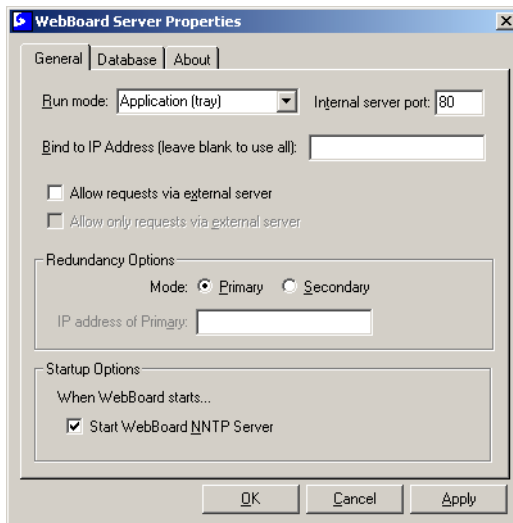
1. Start the WebBoard setup program.
2. Click Install NNTP Support. The Welcome screen appears. Click Next.
3. Setup installs the Perl modules for NNTP support. Before you can use the NNTP server from your boards, you need to configure WebBoard to start the server when WebBoard starts, as explained in the next section.

Configuring WebBoard to Run the NNTP Server

To configure WebBoard to start the NNTP server when WebBoard starts, follow these steps:

1. On the Start menu, open the WebBoard folder and click WebBoard Properties (Figure 3-6).

Figure 3-6 Configuring WebBoard to run the NNTP server



2. On the General tab, in the Startup Options area, check Start WebBoard NNTP Server and click Apply.
3. Click OK to exit Properties.
4. When you next start WebBoard, WebBoard automatically starts the NNTP server.

Installing External Server Support

You can use an external server as a gateway to WebBoard's internal web server. This provides some benefits not available with WebBoard's internal server, as described in Chapter 2. WebBoard depends on a DLL to forward requests from the external server to WebBoard's web server and to pass information from WebBoard to the external server. This DLL must be on the same computer as the external server.

The DLL needs to know where to find WebBoard. The setup program creates a Registry key to hold WebBoard's IP address, FQDN, and the port on which WebBoard's web server is running. When running WebBoard's server and an external server on the same computer, each must run on a different port or each one must be bound to an IP address. Typically, the external server runs on port 80 and WebBoard on port 8080. If you need to change the port of the WebBoard internal server, see Chapter 5.

Installing the Web Server Support

To install what WebBoard requires to run an external web server, follow these steps (install WebBoard first):

1. Start the WebBoard setup program. The WebBoard Setup program main menu appears.
2. Click Install Web Server Support. The Welcome screen appears. Click Next.
3. Choose the web server to use as a gateway to WebBoard.
4. Select a destination folder for the WebBoard 5 external server support. Accept the default, or use the Browse button to choose a different folder. If you selected Other ISAPI Server on the previous screen, use the Browse button to select the folder where you normally place ISAPI scripts run on your web server.
5. If you selected Other ISAPI Server, you see the Select Document Root screen (otherwise, continue with step 6). The setup program will install the *images* folder with images used by WebBoard. Do one of the following:
 - Select the document root folder for your web server. The *images* folder will be installed as a subfolder of the document root.
 - You can choose a different folder (not the document root). In this case, after the setup completes, you will have to create a URL mapping for */wbimages* to the *images* folder.
6. The DLL needs to know how to find WebBoard. Enter the following information:

WebBoard Server Host Address

Enter either the FQDN of the computer running WebBoard or the IP address of the computer running WebBoard.

Port

Enter the port assigned to WebBoard's internal server. This is usually port 80. If you are running the external server or another web server on the same computer, it is often 8080.

7. The setup program is now ready to install the external server support. Click Next to proceed. Setup copies the DLL and the WebBoard images and creates mappings to the DLL and the *images* folder. It also adds information to the Windows Registry.
8. Setup provides a test URL for logging into the external server using the host-name *localhost*. You will later replace it with the server's real hostname. Note that the web server's port may or may not be included. Click Next.
9. Installation is now complete. Click Finish to exit the setup program.
10. Stop and restart the web server to update its configuration for use with WebBoard.
11. For Other ISAPI Server, if you did not select the document root folder in step 5, create a mapping for */wbimages/* to the folder containing the *images* folder.

Configuring WebBoard to Run with an External Server

You must tell WebBoard to accept requests from the external server. To configure WebBoard to run with an external web server, follow these steps:

1. On the Start menu, open the WebBoard folder and click WebBoard Properties (Figure 3-6).
2. On the General tab, check Allow requests via external server. (Do not check Allow only requests via an external server until you have tested WebBoard.)
3. Click OK to exit Properties.

You are now ready to test your WebBoard installation with external server support, as described in "Taking WebBoard for a Test Drive," later in the chapter. After testing, you can configure WebBoard to accept requests only through the external server. For this and other important information on using WebBoard with an external server, see Chapter 5.

Taking WebBoard for a Test Drive

After finishing the installation, you must take WebBoard for a test drive to verify that it is installed and operating properly. The test drive has four parts:

- Making sure WebBoard starts properly
- Reaching WebBoard from the local computer
- Reaching WebBoard from a remote computer
- Verifying WebBoard's mappings (external web servers only)

Is WebBoard Running?

The first part of any test drive is to make sure the engine starts and stays running. WebBoard was installed as a manual start application. To start WebBoard, you must start both the WebBoard server and the SMTP receiver manually. To do so, follow these steps:

1. From the WebBoard folder on the Start menu, click WebBoard Server. The server starts. The WebBoard icon—a small gold thumbtack—should appear in the system Tray (in the Windows taskbar). To see the WebBoard server's status in a pop-up label, move the mouse cursor over the WebBoard icon in the Tray.
2. From the WebBoard folder on the Start menu, click WebBoard SMTP. The SMTP receiver starts and minimizes to the Tray. The SMTP receiver also puts an icon, an envelope, in the Tray.
3. The chat server should have started automatically after installation. Its icon is a small green text bubble that appears in the Tray. If it isn't running, open the Chat control panel (WBCHAT) from the WebBoard folder on the Start menu and click Start.
4. If WebBoard does not start, check the error log (in the *WebBoard\logs* directory) for possible reasons.

Note

You can change WebBoard's run mode to a service or to an application with the WebBoard icons in the Taskbar (see Chapter 5).

Can You Reach WebBoard from the Local Computer?

The next phase of the test drive is to reach WebBoard with a web browser. If you are using an external server, test both the direct requests and requests through the external server.

Table 3-1 shows which URL to use for sending requests directly to the WebBoard server and for sending requests to an external server acting as a gateway. In checking to see if you can reach WebBoard from a local computer, you will replace the server FQDN with *localhost*. The WebBoard URL must end in a specific board alias. If this is a new installation, WebBoard creates the first board and names it *admin*.

Table 3-1 WebBoard URLs by web server type

Web server	WebBoard URL
WebBoard's web server on port 80	<i>http://your.server.name/~admin</i>
WebBoard's web server not on port 80 (for example, on port 8080)	<i>http://your.server.name:port_number/~admin</i> (example: <i>http://myserver.com:8080/~admin</i>)
External server as gateway: WebSite or WebSite Professional	<i>http://website.server.name/webboard/wbpx.isa/~admin</i>
External server as gateway: IIS, Peer web server, Personal web server	<i>http://iis.server.name/webboard/wbpx.dll/~admin</i>
Other ISAPI web server as gateway	<i>http://your.server.name/webboard/wbpx.dll/~admin</i> (depends on your choices during installation)

With the appropriate URL for your web server from Table 3-1, complete the following steps:

1. Make sure WebBoard is running (as described in the preceding section).
2. Open your web browser and enter the URL for WebBoard from Table 3-1, substituting *localhost* for your server's name, as shown:

```
http://localhost/~admin
```

Localhost is a generic address that causes the browser to look for a web server on the local computer. If the web server is not on the default port, 80, make sure you include the port number. Note that some browsers may take several minutes to find *localhost*. For faster response, use the IP address for *localhost*, 127.0.0.1.

The WebBoard welcome page should appear in your browser, as shown in Figure 3-7. If this is an upgrade, and you had WebBoard remembering your password, you will likely bypass this page and go directly to the main WebBoard page.

Figure 3-7 WebBoard welcome page

3. Next, test WebBoard using the IP address of the WebBoard computer. In your browser, type in the WebBoard URL, substituting the IP address for the server's domain name, as shown:

`http://123.123.234.234/~admin`

The browser should display the page shown in Figure 3-7.

4. If your server's domain name is registered with DNS, test WebBoard using the domain name. In the browser, type in the WebBoard URL using the server's domain name, as shown:

`http://your.server.name/~admin`

where *your.server.name* is the FQDN of your server, such as *www.myserver.com*. The browser should display the document shown in Figure 3-7.

5. If you are using an external web server with WebBoard, test this setup next. First make sure the web server is running. Now enter the correct URL from Table 3-1. For example, with a WebSite Pro server, enter:

`http://website.server.name/webboard/wbpx.isa/~admin`

If you have problems with this step, see “Verifying Settings for an External Server,” later in this chapter.

Can You Reach WebBoard from Another Computer?

The next phase of the test drive is to reach WebBoard from a different computer, either one on your internal network or one connected to the Internet. This test is essentially the same as the previous one, only from a different location. It verifies that other people will be able to reach and participate in your web conferences. To complete this test, you must have access to another computer that has a working web browser.

To test WebBoard from another computer, make sure WebBoard is running as described in the previous section and follow these steps:

1. Start a web browser on the other computer.
2. Test WebBoard using the IP address of the WebBoard computer. In the browser, type in the WebBoard URL from Table 3-1, substituting the server's domain name with the IP address, as shown:

```
http://123.123.234.234/~admin
```

The browser should display the page shown in Figure 3-7.

3. If your server's domain name is registered with DNS, test WebBoard using the domain name. In the browser's location or address field, type in the WebBoard URL using the server's domain name, as shown:

```
http://your.server.name/~admin
```

where *your.server.name* is the FQDN of your server, such as *www.myserver.com*. The browser should display the document shown in Figure 3-7.

4. If you are using an external web server with WebBoard, test this setup next. First, make sure the external server is running. Then enter the correct URL from Table 3-1. For example, with a WebSite Pro server, enter:

```
http://website.server.name/wbpx.isa/~admin
```

If you performed this test from a computer on your local network, and it does not work, make sure WebBoard is running, as well any external web server, if appropriate. Next check the TCP/IP configuration of the computer and the network. If only the test in Step 4 failed, see “Verifying Settings for an External Server,” later in the chapter. If you continue to have difficulties, consult your network administrator.

If you conducted this test from a computer connected to the Internet and it failed, try again. Sometimes heavy traffic on the Internet can cause connections to time out. If after several tries you still can't reach the server, recheck the TCP/IP connections on both computers. Also make sure your server's name is an FQDN and that it is registered with DNS. If you continue to have difficulties, consult your ISP.

Verifying Settings for an External Server

If you are using an external server and were unable to reach WebBoard through the external server in the preceding tests, and you are sure your TCP/IP setup is correct, the problem was most likely an incorrect mapping for the ISAPI DLL. During external server support setup, WebBoard installs the DLL in the folder you specify and gives the DLL the correct name for the type of server. It then maps */WebBoard* to that folder. If the preceding tests worked, then all was successful. If they didn't work, you need to verify a couple of settings.

Document and program or script mappings are essential to how a web server finds information. In fact, every URL is an example of a mapped address: the path in the URL is probably completely different from the physical path of the source document for the URL.

For example, the home page URL for most web servers is *http://web.server.name/index.html*. The physical location for the *index.html* file may be much more complex, for example, *C:\WebSite\htdocs\index.html*. The same physical-to-URL space mapping is required for ISAPI scripts. Proper mapping is essential for the external web server to find the ISAPI DLL, which it needs to run in order to forward requests to WebBoard. In the previous tests, you entered a URL in the browser. For example, if you were using WebSite Pro, you entered *http://website.server.name/webboard/wbpx.isa/~admin*. The */webboard* URL must be mapped to the directory containing *wbpx.isa*, or Website Pro doesn't run the script and doesn't forward the request to WebBoard.

In addition to the mapping to the DLL, the installer creates a mapping to the *images* folder containing the images displayed on the HTML pages that make up the user interface. If your browser displays the login page, but images are missing, you need to verify the mapping to the *images* folder.

Table 3-2 shows the default directory in which the setup program installed the DLL (you may have chosen another drive or directory) and the mapping to that directory. It also shows the filename of the DLL. To change or review mappings for your particular web server, see its documentation.

Table 3-2 WebBoard ISAPI Proxy DLL default directory and filename

<i>Web server</i>	<i>Default mapping and filename</i>
WebSite and WebSite Pro	<i>/webboard/</i> mapped to <i>c:\WebBoard\wbisadll\</i> <i>/wbimages/</i> mapped to <i>c:\WebBoard\images\</i> Filename: <i>wbpx.isa</i>

Table 3-2 WebBoard ISAPI Proxy DLL default directory and filename (continued)

Web server	Default mapping and filename
IIS, Peer Web Server, Personal Web Server	/webboard/ mapped to c:\WebBoard\wbisadll\ /wbimages/ mapped to c:\WebBoard\images\ Filename: <i>wbpx.dll</i>
Other ISAPI Server	You select the proper folder for ISAPI scripts during setup. /webboard/ mapped to c:\WebBoard\<scriptfolder>\ /wbimages/ mapped to c:\<webserver>\<documentroot>\ images Filename: <i>wbpx.dll</i>

The external server support setup also creates a Registry key to hold the IP address and FQDN of the computer WebBoard is running on, and the port WebBoard’s web server is using. To check that this information is correct, open the following Registry key with the Registry editor:

```
HKEY_LOCAL_MACHINE\SOFTWARE\O'Reilly\WebBoard\3.0\WebServer
```

This key should contain two values:

Port

The port WebBoard is running on.

Server Name

The FQDN or IP address of the computer WebBoard is running on.

Testing Multiple Installations of WebBoard

In testing multiple installations of WebBoard, test the primary installation first, as described above. After you are sure everything is working properly with the primary installation, test each secondary installation using the same procedures you used for the primary installation. Before beginning the test, check to be sure the paths to shared files are all UNC paths.

To check the paths, follow these steps:

1. Log in as WebBoard administrator to the *admin* board (or any board on an upgrade).
2. Click More on the menubar and then click Administrator.
3. Click Site Management and then scroll to the Misc. Server Settings section of the form. If you have not already changed the paths to UNC paths, do so now. See Chapter 5 for details.

If the paths are set properly, you should be able to successfully complete all the tests described in “Is WebBoard Running?,” “Can You Reach WebBoard from the Local Computer?,” and “Can You Reach WebBoard from Another Computer?”

For More Help

Several sources of help are available to WebBoard users, including the following:

- This book, *Conferencing with WebBoard 5*
- WebBoard Online Help
- WebBoard Central (<http://www.webboard.com/>)
- WebBoard Technical Support

Getting the Most out of This Book

Conferencing with WebBoard 5 provides comprehensive instructions for installing, administering, and using WebBoard. This book takes a task-oriented approach, presenting as much procedural material as possible in a real-life, hands-on manner.

In addition, we’ve included scenarios for how your WebBoard can be made practical and useful to others. Helpful hints, ideas for using WebBoard, and notes for avoiding difficulties are scattered throughout the book. And don’t overlook the appendixes, which include valuable reference and troubleshooting material. For example, if you’re having problems with WebBoard, first consult Appendix C, *Troubleshooting Tips*.

Using Online Help

WebBoard comes with online help for users and administrators available through either a menu item or a hyperlink. The WebBoard online help gives definitions and specific procedures regarding the current application. You can also modify WebBoard help (which are HTML files) to provide specific information to your users. Section III describes how to edit these files.

Checking Out Web Resources

You should also regularly consult the web-based resources for news and information on WebBoard. WebBoard Central (<http://www.webboard.com/>) is the official site dedicated to supporting WebBoard. WebBoard Central provides product information, troubleshooting help, a knowledge base, advice for particular implementations of WebBoard, ideas for new uses of WebBoard, sample HTML files, helpful utility programs, and opportunities to interact with the technical

support staff and other WebBoard users through WebBoard conferences. In addition, WebBoard's Technical Support Conferences and Knowledge Base include answers to many questions you may have about WebBoard.

Contacting Technical Support

If you've thoroughly investigated all the other sources for help and still need assistance, WebBoard technical support offers additional support options. See the Support pages at WebBoard Central (*<http://www.webboard.com/>*) for details.

4

Constructing Your WebBoard Site

Chapter 3, *Installing WebBoard*, walked you through installing WebBoard and taking a test drive to be sure the core components were up and working. Now you want to begin using your new software, but you may not be sure what to do first. This chapter provides an overview of the steps you'll go through in building your site, alerting you to the numerous WebBoard features and options so that you can create boards that meet your and your users' needs perfectly. It raises many questions and then directs you to detailed information to help you answer them.

To construct a WebBoard site, you'll want to figure out how many boards you need and be clear on their purpose. What type of security is appropriate? What conferences make up each board? Do you want to get administrative help from board managers and conference moderators? What's the most efficient way to set up user accounts, or can you do without them? Then there are mailing lists, newsgroups, and chat. On which boards would they be appropriate and most enhance the user's experience? Should users have address books to send messages to other users' attention? Do you want user paging?

Aside from content and functionality, you have choices for board appearance. Do you want to change the board scheme to give the board a particular look and feel? Or maybe localize the board for a non-English speaking community? Or add a script or other custom elements to one or more boards? WebBoard gives you a lot of flexibility for creating the best site for your needs.

This chapter starts with a quick summary of the steps involved in building your site and then moves on to look in more detail at those steps. You'll also find information on a few important topics to aid you in determining whether you want to use some WebBoard features.

For information on basic WebBoard configuration issues such as whether to run WebBoard on multiple platforms or how you could benefit from using an external web server as a gateway, see Chapter 2, *Before You Start*.

Quick Summary of Building Your Site

Here's where to start learning how you, as WebBoard administrator, will build your WebBoard site. Read through the steps quickly and then, after you've gotten the lay of the land, begin completing the tasks. You'll find yourself referring to subsequent chapters for conceptual material and procedures as you go along. Those chapters take you through the details of site administration, board management, conference management, user management, managing chat, and customizing WebBoard. This chapter gives you the overall view.

Step 1: Make a Plan

You probably had some specific goals in mind when you decided to use WebBoard. For example:

- You want to design a conferencing system that enables small workgroups in your company to plan and execute projects efficiently while at the same time enhancing overall company communication.
- Your university wants to provide each faculty member with a board to serve as a communication center for course work, student questions, virtual office hours, and extra resources.
- As an ISP, you're ready to offer your clients the option of a conferencing and chat system.

WebBoard has enough features to handle all of those scenarios and more. Doing some up-front planning in how to structure your site and learning which WebBoard features are designed for your particular needs can save you time down the road when you're working at the detail level.

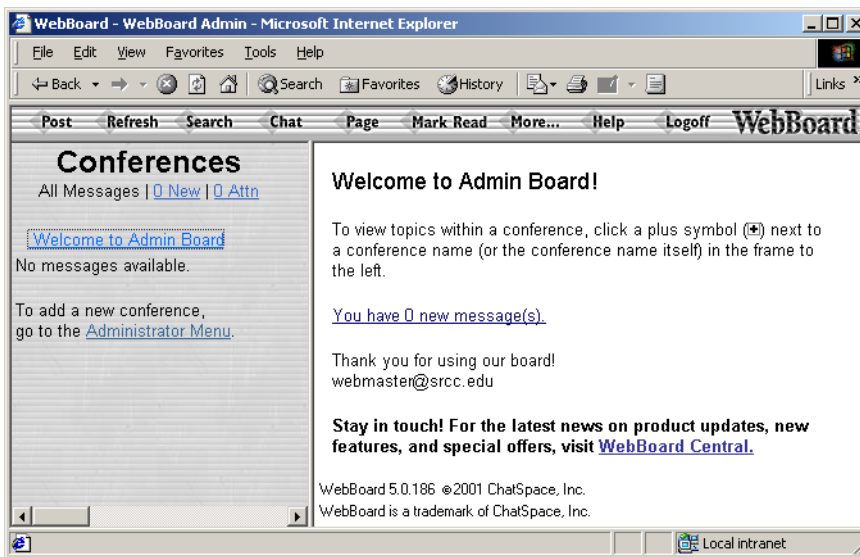
Start by making a list of the boards you envision. Remember that boards are collections of conferences, and each conference contains sets of threaded messages. Next to each board put down a few words describing the board's purpose; for example, customer Q&A for tech support, communication center for faculty members, or board for sales department to use as they want. Next, think about which WebBoard feature would facilitate those goals. For example, chat

might be suitable for a communication center but is probably not necessary for a resource center. Do you want the boards to be private or open to the public? Review Chapter 1, *Why Conference on the Web?*, if you need a reminder of WebBoard's features. Don't worry about getting everything exactly right the first time. WebBoard makes it easy to change most board settings later.

Step 2: Start at the *admin* Board

Once you have a site plan sketched out, you're ready to start creating boards and conferences. During installation, WebBoard created your WebBoard site and one board on that site—the *admin* board (see Figure 4-1), which uses the WebBoard frames interface. It also created one user account on your site—the administrator account with the login name and password you entered during installation. Go to the *admin* board and log in. This is the administrative center for your site. From here you create boards. Many WebBoard administrators also use this board as a communication center for the board managers and conference moderators that you add later to help you run your site.

Figure 4-1 The admin board



To go to the *admin* board, follow these steps:

1. Make sure WebBoard is running, as described in Chapter 3.
2. Point your browser at the board's URL, typically, *http://your.site.com/~admin*.
 - Include the port number if necessary after the domain name (*http://your.site.com:8080/~admin*).

- If you are using an external web server exclusively, enter the correct URL for the type of server: *http://website.server.name/wbpx.isa/~admin* for WebSite Pro or *http://iis.server.name/scripts/wbpx.dll/~admin* for IIS.
 - Administrative tools are available only via the frames interface, not the ASP interface or no-frame interface.
3. At the login page, enter the name and password you chose during installation. The last page of the Setup Wizard gave this information.

You arrive at the *admin* board, as shown in Figure 4-1. Here, your first task is to create the boards you planned for the site.

Step 3: Create the Boards

Open the Administrator menu by clicking the link in the left frame (if no conferences exist), or click More in the menubar and then click Administrator in the More Options menu. You'll see the Add Board link, which opens the Add Board page. On this page you name the board and determine what type of authentication and security system you want for the board and choose whether to make certain features, such as chat, paging, or attention messages, available to the conferences. You can also configure a board that uses the frames interface to respond to a specific host name rather than the WebBoard server name and a board alias—this is the Host Master feature, which is new in WebBoard 5.0

Check your site plan to see what boards you want and begin adding them as described in Chapter 6, *Managing Boards*.

Note

To use the ASP interface for one or more boards on your site, you will have to do some additional setup in your web server's configuration to set up the ASP pages and components. Otherwise, ASP boards are administered from the standard WebBoard frames interface.

Step 4: Choose Board Managers

Only WebBoard administrators can create boards. As a WebBoard administrator, you have the privileges required to manage any board. However, you don't have to be responsible for the daily management of every board. In some cases, such as for ISPs, it may be inappropriate for you to do so. After the board is created, you can specify one or more board managers, as described in Chapter 6. However, you can't choose anyone who doesn't have a user account on WebBoard, so you may need to add the users you want to be managers, as described in Chapter 8, *Managing Users*.

Step 5: Add Users to Closed Boards

By default, boards you create are open to the public. Users can participate as guests or self-register to have full privileges. You can set the security level to closed; a closed board is one not open to the public. You tell WebBoard who can enter the board, and only those users are allowed in. You can let the board manager, if one exists, take on this task, or you can do it yourself. If users are members of any board on your site, they already have a user account and you can easily add them to the closed board, as described in Chapter 6. Otherwise, you must first create a user account and then add it to the board. For details on adding users to closed boards, see Chapter 8. Alternatively, you could leave the board open until all the board members have registered themselves, and then change the security to closed by editing the board.

Step 6: Create Conferences

Now you have the boards you want on your site, you have chosen board managers, and you have added users to closed boards. The next task is adding conferences. This may be your responsibility or may be left for the board manager. Consult your site plan for the list of conferences you made under each board.

With your list of conferences, go to Chapter 7, *Managing Conferences*, and read about conferences and the various options and features available for conferences. This information can help you decide how to set up each conference for optimum results. For example, would privacy be appropriate? Do you want to allow email or newsgroup participation or set up a chat room? Will this conference allow file attachments. If yes, how do you want uploaded images to display? As with choosing board settings, you can change things later. But changes sometimes disrupt participation (especially if you take away a feature), so it's worth a little up-front planning.

When you're ready to add the conferences, you log in to the board that you want to add conferences to. Keep this in mind: for almost all board management tasks, you must be logged in to the board you want to manage. You can easily move from board to board via the List Boards link on the More Options menu (click More on the menubar).

Each conference has its own home page, which displays when the user clicks the conference name in the tree. This page includes information about the conference such as the chat room name, mailing list name and newsgroup name. It also may include a link to recent chat transcripts or file attachments in the conference. You can modify this home page on a conference-by-conference basis to provide useful information to your users.

Step 7: Add Conference Moderators

As WebBoard administrator you can manage conferences, or you can assign a conference moderator to handle many of the daily tasks of keeping a conference on track, including verifying and managing messages. Chapter 7 gives steps for adding moderators; moderator responsibilities are discussed in Chapter 8.

Step 8: Add Private Conference Members

If you created any private conferences in Step 6, you need to specify which users are members of the conference. WebBoard administrators or board managers can perform this step, which is described in Chapter 7.

Step 9: Customize the Boards

You've got all the boards ready to go, conferences waiting for messages, but you want to make some changes to how the boards look. WebBoard gives you many choices for customizing what your users see and how they work with WebBoard. If you have the WebBoard ASP interface installed, you can permit access to WebBoard via any web server that supports Active Server Pages. The ASP interface provides a set of programmable objects for easy integration into your current site. The WebBoard ASP interface is installed with a set of default pages; for more information on this new interface, see the ASP item in the WebBoard program folder on the Start menu.

If you are using WebBoard's frames interface, you can easily change board appearance by applying a new scheme. Schemes affect the overall design of the board, including colors and images. You can use one of WebBoard's standard schemes or create your own schemes. Or, if you want to simply change the colors, use WebBoard's color selector. Chapter 6 describes changing board appearance through schemes and the color selector.

Those familiar with HTML can make changes to the text and images that appear on WebBoard pages; for example, rewriting the welcome page and adding the company's logo to the login page of the frames interface. You do this by customizing the HTML files that comprise the various web pages a user sees when visiting your board. Customizations can be made on a site-wide basis, so all boards are affected, or you can customize a single board. Chapter 11, *Customizing WebBoard Pages*, has guidelines on customizing HTML pages through editing the HTML and using special WebBoard tags and URLs. Chapter 12, *WebBoard File Reference*, is a reference for the HTML files.

Customization needn't stop with appearance. Using WebBoard's Open Scripting feature for the frames interface, you can customize user authentication, preprocess data from several WebBoard forms, run scripts from the HTML pages, and

more. Sample scripts illustrate the many uses for scripting and provide a template for you to create your own custom scripts. Chapter 10, *WebBoard Open Scripting*, explains the scripting process. For the ASP interface, you can integrate and manipulate the WebBoard ASP components as desired for your site.

Other customization options include foreign language translation of system messages stored in the *language.ini* file and adding text files to HTML pages with the <WB-INCLUDE> tag. Five optional memo fields on the new user and user profile forms let you collect custom information from your users. Chapter 11 discusses these customization features.

Step 10: Get People to Your Site

Once the boards are ready, it's like waiting for the first guests to arrive at a long-anticipated event. Put a link on your site's home page or give the URL to those you want to visit the site. Send an email with a link to the board to people you want to participate. For example, if you've just created a board for a project work team, use the team mailing list to notify the team members. Educational institutions with online registration can place a link to the school's boards on the registration page. In some cases, it may be appropriate to purchase or trade for promotional space on other commercial sites.

Why Use Mailing Lists or Newsgroups?

A user's first—and most typical—exposure to WebBoard is through a browser, whether the board uses the ASP interface or the standard frames interface. The web-based interface is the richest and provides access to the most WebBoard features for your users. Why would they ever want to give up an interface that conveys so much?

When users come to your board via their browsers, you are essentially waiting for them to visit. Sometimes, despite their best intentions, those users forget to visit. Or they don't come often enough to keep discussions moving. Sometimes this is not an issue. For example, if you are offering technical support on your board, the user is motivated to visit when a problem arises. Once your customers know the board is there, they will come as necessary.

But if you are using WebBoard to facilitate project development or teach a class, it's essential that everyone keep up with the postings and participate regularly, sometimes even on an hourly basis. In situations where you are depending on the board to disseminate information and facilitate strategizing, problem-solving, or task distribution, you may not want to count on everyone remembering to check the board several times a day. In these situations, WebBoard's mailing list support keeps the discussion moving and the information flowing.

Basically, WebBoard sends an email of each posted message to users subscribed to the conference's mailing list. If the message had a file attachment, a link is included that allows the recipient to download the attachment. Most users are accustomed to email, and checking it is second nature. Furthermore, your users can post messages by email, either as responses to a previous post or as a new thread of conversation. Teams working together really come to depend on each other's support, even when working at a distance.

Users can subscribe themselves to mailing lists or WebBoard administrators and board managers can do it for them (they can later unsubscribe). For example, you could sign up the faculty hiring committee members so you know everyone receives the latest postings from the faculty recruitment board. Mailing list support is not always appropriate, but it can greatly enhance WebBoard's conferencing in the right setting.

Enabling newsgroup support for a conference allows users who are familiar with news readers to read and post conference messages through a familiar interface. For users who can't remain connected and participate via a browser, newsgroups may be preferred over mailing lists because the user can view the thread of messages, following a topic from start to finish if so desired, something not possible with mailing lists. Messages sent through WebBoard's news server include all file attachments.

When to Use Chat

Chat lets users communicate in real time with other WebBoard users by typing messages in the chat room window. Users can exchange information, questions, issues, and concerns quickly, as a group, and without regard to time or distance. WebBoard's chat is enabled on a per-board basis, and then configured on a per conference basis, so each conference can have its own (or no) chat room. Why would you want to enable chat? Here are some examples for using chat:

- Tech-support staff can use chat to discuss customer issues with other techs while continuing to work with a customer on the phone. If necessary, a developer or marketing person can join the chat room to provide specific input.
- Impromptu or scheduled meetings among colleagues working on a project.
- Offsite employees can benefit from the online connectivity and interactivity that chat provides, creating a greater sense of community.
- Scheduled chat sessions can feature well-known personalities that attract participants to the chat and the overall site. For example, you might want to feature a local politician right before an election. Or you might want to set up a developers' chat session with some of your product's key engineers and preferred customers. Musicians and actors are also good chat stars.

- Support group members can benefit from the real-time input they get from others in the group.
- Students can talk with one another to learn more about assignments, lectures, research projects, or extracurricular activities.
- Civic groups can carry on real-time discussions about current issues.

Users often request chat because it provides a way to feel closer and talk things through faster than email. However, if you need to moderate all communication on a site, you may not want to enable chat.

Note

Upgraders from WebBoard 4 can continue to use the JavaScript chat included in earlier versions of WebBoard. Users new to WebBoard 5 will not have access to this old-style chat.

Would Paging Enhance the Board?

The paging feature lets users send messages directly to other logged-in users. The page appears as a message on the user's screen the next time he or she sends a request to WebBoard (by clicking a link or posting a message, for example). Paging adds to community boards by helping people get in touch with each other. In situations where a user may want to invite another user to join a chat room, for example, paging is a quick way to do so. On public boards, users often request this feature. Since anyone who doesn't want to be interrupted by a page can turn off paging, you may choose to enable paging on the board to satisfy those who really want it.

When to Enable File and Picture Attachments

In conferences that permit file attachments, a user posting a message can attach a file, which is uploaded to WebBoard's *Upload* folder, and available via a link in the posted (or emailed) message. Files are included directly in messages sent to newsreaders.

If a file is an image, WebBoard can display it in the message body—a great way for conference participants to share digital images of family, activities, or mockups of new products. You can set how images are displayed, whether full-size, a fixed size, or as thumbnails. Non-image file attachments work well for posting material to review or distribute to other users.

As administrator, you can allow or not allow file attachments and also limit the number and size of attachments on a per conference basis. You may want to avoid file attachments because the work involved in viewing the contents could be more

than you want to take on. Malicious users might upload offensive files. Or users could distribute pirated software through your board. Also, uploaded files can spread viruses if you don't scan them regularly. However, file and picture attachments add richness to a conference, so consider both sides before deciding.

How to Use the *admin* Board

During new installations WebBoard automatically creates the *admin* board. Without at least one board, you wouldn't be able to get to the Administration menu, which lets you add boards, conferences, and so on. Although it may be tempting to use the *admin* board for your first public board, we recommend that you keep it exclusively for administering your WebBoard site.

Of course, when managing a particular board, you will be logged in to that board, so you won't be performing all administrative tasks from the *admin* board. However, by reserving *admin* for site management, you can store administrative records, keep track of management tasks, and provide communication between yourself as site administrator, other administrators, and the board and conference managers. A manager can post about a problem she's experiencing on a board, and others can respond with troubleshooting ideas or solutions they've used. You can post messages to your managers; for example, news of scheduled downtime or proposed upgrades to the chat software.

In using the *admin* board as a centralized administrative center, you will probably want to make it a closed board so only authorized users can enter. You may also want to be sure mailing lists are enabled and encourage everyone to sign up for the conference where you post announcements about the site. This way you'll be sure everyone gets the news.

Using WebBoard's Administrator Help System

WebBoard has an online help system for administrators that provides information on site, board, conference, and user management. Administrator help is always available from the WebBoard menubar Help button; it appears as a link in the table of contents for the main WebBoard help. The link is named according to the level of administrative privileges assigned the logged-in user and provides access to information appropriate to that level. For example, a board manager sees a link for Manager in the Help table of contents. Help is also available from the various administrative forms used in configuring WebBoard and creating boards and conferences. Any time you see a Help button on a form, clicking the button will take you to information about that area of the form.



Managing WebBoard

Now it's time to start your own boards. This section focuses on the various levels of WebBoard management, starting from sitewide issues and working down through individual boards and conferences, to user-specific and chat administration. Chapter 5, *Managing Your WebBoard Site*, covers issues and settings with universal impact on WebBoard operations, such as managing SMTP server settings and tracking activity. Chapter 6, *Managing Boards*, discusses creating, editing, and deleting boards. Chapter 7, *Managing Conferences*, describes setting up, editing, and managing various types of conferences. Chapter 8, *Managing Users*, provides details on understanding user types and step-by-step instructions for adding, editing, and deleting users. Finally, Chapter 9, *Managing Chat*, tells you how to set up and manage chat rooms for conferences on your site.

5

Managing Your WebBoard Site

This chapter focuses on issues, settings, and tools that affect the entire site. As WebBoard administrator, you must make several site-wide decisions, starting with whether to run WebBoard as a service or application. You take responsibility for configuring WebBoard's web server to work alone or with an external server as a gateway, and you may decide to distribute WebBoard across multiple computers. This chapter also covers configuring the SMTP settings for inbound and outbound mail, making email and mailing list settings, and specifying the email address of the WebBoard administrator. Even though you had to make some initial settings during installation, here you learn more about your choices and how to set up WebBoard to implement them, using WebBoard's browser-based administration and WebBoard Properties.

Another topic is working with WebBoard's various logs and its real-time statistics generator to know what is happening on your WebBoard site. This chapter also describes how to set the location of folders used by WebBoard, including those shared by all WebBoard installations on a multiinstallation site. You'll learn how to reset WebBoard's requests counter, remove inactive users, set the number of topics to display under a conference, change the order in which topics appear in a conference, and exclude Internet search robots from your site. You can also create more WebBoard administrator accounts to help you with site administration.

From time to time you may want to check your database connection and make sure everything is working properly. You can use WebBoard tools to do this, as

well as to change the DSN, if that should become necessary. Finally, backing up your data and configuration settings is always important, but you may not want to perform a full backup every day. The last section details the essential files to back up. Subsequent chapters delve into board-specific issues, as well as managing conferences, users, and chat.

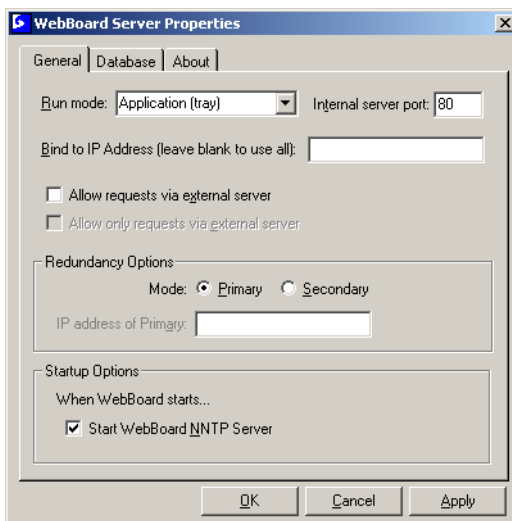
Tools for Changing Site Settings

In general, you must have WebBoard administrator privileges to change site-wide settings. Since these settings affect the entire WebBoard site, you should protect them and regulate who has access to them. WebBoard provides two graphical places in which you change sitewide settings: WebBoard Properties and the Site Management form. The following sections briefly describe these tools. The remainder of the chapter discusses the tasks you perform with the tools.

WebBoard Properties

The WebBoard Properties is a tabbed property sheet with three tabs: General, Database, and About. (See Figure 5-1.) The General tab has settings for WebBoard's run mode, IP address binding, internal and external web servers, redundancy options, and startup options for the news and chat servers. The Database tab is for administering the database connection. The About tab includes version and copyright information, as well as the serial number for your copy of WebBoard.

Figure 5-1 WebBoard Properties



You must be logged into the computer where WebBoard is installed to use WebBoard Properties. To open WebBoard Properties, do one of the following:

- In the WebBoard folder on the Start menu, click WebBoard Properties.
- Right-click the WebBoard icon in the tray and choose Properties from the context menu.

WebBoard Site Management Form

The WebBoard Site Management form is available only to WebBoard administrators. The form is an HTML page that allows you to make changes to most WebBoard settings using your browser, making remote administration transparent.

The form has several sections, including SMTP Settings, Email Settings, Mailing Lists, Log File Settings, Miscellaneous Server Settings, and System Settings. Each section has a Help button, which takes you to the Administrator Online Help system.

You can work with the Site Management form via any web browser, as long as you have WebBoard administrator privileges. To reach the Site Management form, follow these steps:

1. Log in as WebBoard administrator to any board via a web browser.
2. Click More on the menubar to display the More Options menu. The first link on this menu (displayed to administrators only) is labeled Administrator.
3. Click the Administrator link to display the WebBoard Administrator Menu.
4. Click Site Management to display the Site Management form.

Changing Between Application and Service

WebBoard can be run as a service or as a desktop application. You have two choices as to how to display the WebBoard icon when WebBoard is running as an application, giving you three run modes to choose from. Changing between service and application is easy—you simply have to shut down WebBoard, make one change in WebBoard Properties, and start it up again as an application. Running WebBoard as a service under Windows 2000 or Windows NT requires a few extra steps.

The advantage of running WebBoard as a service is that it runs when no one is logged in to the computer (a security feature), and it can restart automatically without someone having to log in and launch it (such as after a power failure). To run as a service under Windows 2000 or Windows NT, WebBoard must have administrator privileges, meaning that when you install WebBoard, you must do so from an administrator-level account.

With WebBoard as a desktop application, you can start it manually or have it start automatically whenever you log in (by placing it in your startup group). Although WebBoard will not stay running when you log out, you can leave it running and simply lock your screen to prevent unauthorized use. The advantages of running WebBoard as an application are that it is easier to stop, start, and pause.

Setting the Run Mode

To set the run mode, follow these steps:

1. Stop WebBoard if it is running.
2. Open WebBoard Properties from the WebBoard folder on the Start menu.
3. On the General tab, select one of the following from the Run mode drop-down menu:

Application (tray)

Automatic or manual start with the WebBoard icons in the Tray. This is the default mode for the manual start option and is the mode set during installation. To have the application start automatically, place the WebBoard server and the WebBoard SMTP receiver in your Startup folder.

Application (minimized)

Automatic or manual start with the WebBoard icons in the Taskbar. To have the application start automatically, place the WebBoard server and the WebBoard SMTP receiver in your Startup folder.

System service

Continuously running. For Windows 2000 and Windows NT, no icons are visible; with Windows 95/98/Me, there is an icon in the tray.

4. Click OK to save changes and exit WebBoard Properties.
5. Your next step depends on your run mode and platform:
 - To run as an application, start the WebBoard server and the WebBoard SMTP receiver from the WebBoard Start menu folder. WebBoard is now running as an application.
 - To run as a service under Windows 95/98/Me, start the WebBoard server and the WebBoard SMTP receiver from the WebBoard Start menu folder. WebBoard is now running as a service.
 - To run as a service under Windows 2000 or Windows NT, perform the steps in the next section, “Setting Up a Service Under Windows 2000 or Windows NT.”

Setting Up a Service Under Windows 2000 or Windows NT

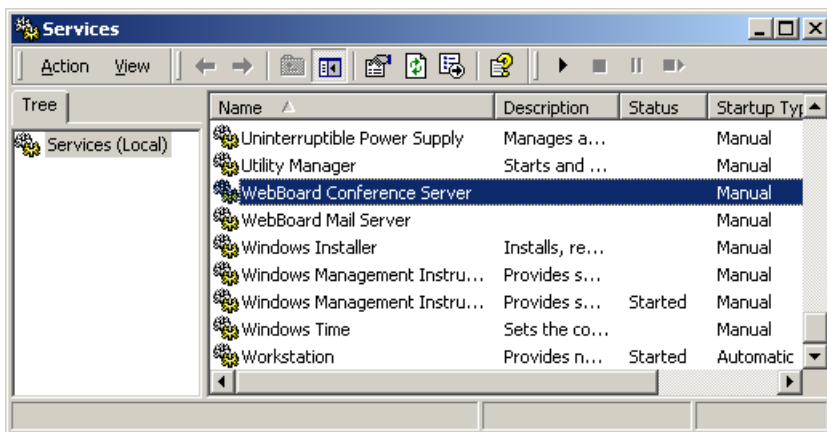
To run as a service under Windows 2000 or Windows NT, you must complete some additional steps after specifying the run mode on WebBoard Properties. But first, take note of the following:

- If you are running WebBoard on more than one computer, there are issues relating to shared files and the account WebBoard is running under. The Local System Account has no rights across a network and won't have access to shared folders, such as the WebBoard *confs* folder, on a remote system.
- WebBoard must run under a user account that has appropriate privileges in Windows. Run WebBoard under an account that can access both the DSN and any file shares. The Local System Account by default cannot access file shares on another networked system.

To set up WebBoard as a service under Windows 2000 follow these steps (the process is similar for Windows NT, but the user interface differs slightly):

1. Open Services from the Windows 2000 Administrative Tools.
2. Scroll through the listed services until you come to the WebBoard entries (see Figure 5-2).

Figure 5-2 Starting WebBoard as an Windows 2000 service



3. Highlight WebBoard Conference Server, right-click, and choose Properties.
4. On the General tab, change the Startup Type select Automatic.
5. If you need to run under a user account for reasons outlined above, click the Log On tab and set up the service to log on with the proper account.
6. Click Start on the General tab.
7. Click OK to save changes.

8. Highlight WebBoard Mail Server (this controls WebBoard STMP receiver functions) and repeat Steps 4-7.
9. Close the Services dialog box.
10. Restart WebBoard for changes to take effect.

Note

While you are setting up the WebBoard services, you may also want to start the service for the chat server. By default the chat server's run mode is set to application at installation. The chat server's service name is ChatSpace. You also need to indicate in the chat server's configuration that it should run as a service. See Chapter 9, *Managing Chat* for details.

Changing Web Server Settings

During installation you specified a port for WebBoard's internal web server. You may also have installed an external web server as a gateway. An external web server acting as a gateway can be running either on the same computer as WebBoard or on a different computer. The external web server receives requests sent to your WebBoard site and passes them along to WebBoard. You can change your web server settings after installation.

Setting the Internal Server Port

You can tell the built-in WebBoard web server what port number to use. The normal (TCP/IP) port is 80. If you are running another web server as well as the WebBoard web server and the computer has only one IP address, you have to make this a different port number. Port 8080 is usually the second choice. You must include any port number other than 80 in the WebBoard URL (for example, *http://your.domain.com:8080/~support*). You can change the port number on WebBoard Properties. (See "Binding to an IP Address" below to share the port with another web server.)

To change the internal server port:

1. Open WebBoard Properties from the WebBoard folder on the Start menu.
2. In the Internal Server Port field, enter a port number (see Figure 5-1).
3. Click Apply, then click OK.
4. Restart WebBoard for changes to take effect.

Binding to an IP Address

WebBoard 5 allows you to run its internal web server on the same port as another web server running on the same computer. This feature means that you no longer have to include the port number with a WebBoard URL if it is sharing the computer with another web server. It also means that users can participate in chat using the Java client without having to worry about firewall and proxy constraints.

To use this feature, the computer running WebBoard must have at least two IP addresses. You assign (bind) one IP address to the WebBoard server and the other to the web server (such as IIS or WebSite Professional). Each IP address is assigned a host name in DNS. When the request is received by the computer, it is sent to the correct server based on the host name-IP address configuration.

If you do not bind WebBoard to an IP address, it will answer on all IP addresses assigned to the computer on the port you specify in WebBoard Properties (see the following section).

To bind the WebBoard web server to an IP address, follow these steps:

1. Open WebBoard Properties from the WebBoard folder on the Start menu.
2. In the Bind to IP Address field, enter an IP address (see Figure 5-1).
3. Click Apply, then click OK.
4. Restart WebBoard for changes to take effect.

Changing or Adding an External Web Server

When using an external web server along with WebBoard's internal web server, you can specify how WebBoard works with the web server:

- It can accept requests sent from the external web server only.
- It can accept requests sent from both the internal and external web servers.
- It can refuse requests sent from the external server.

To add an external web server, install the external server support as described in Chapter 3, *Installing WebBoard*. To configure WebBoard to use or not use the external server, follow these steps:

1. Open WebBoard Properties from the WebBoard folder on the Start menu.
2. To have WebBoard accept requests from either the internal or an external web server, check Allow requests via external server.

3. To have WebBoard accept requests only from the external web server, also check Allow only requests via external server. Note that:
 - If you make this choice, you will have to inform all your users of the new URL for all your boards, as shown in Table 3-1 in Chapter 3.
 - You will also have to edit some of the text files WebBoard uses as templates for sending messages to users as described in the next section.
 - Allowing requests via the external server alone affects only the frames interface, not the ASP, NNTP, or email interfaces.
4. To refuse requests from an external server, leave both checkboxes blank (or uncheck the boxes).
5. Click Apply and then click OK.
6. Restart WebBoard for changes to take effect.

Editing Email Templates

WebBoard uses templates to create email messages sent from a board. The templates use WebBoard tags for variable information to create the login URL and the mailto email addresses. The URL of a given board is represented by the <WB-URL> tag. This tag uses the domain name entered in the Server Name field of the Site Management form (see “Changing the Server Name,” later in this chapter) and creates board URLs that go to WebBoard’s internal server.

If you check *Allow only requests via external server* on WebBoard Properties, the URLs created by default on the various email messages will not work because WebBoard will refuse all incoming requests. If you check *Allow requests via external server*, the URLs will work, but they may not be the URLs you want board members to use. If you want requests to come via an external web server, you must replace the <WB-URL> tag with a URL that goes to the external server.

For example, if you enter SRCC.edu in the Server Name field, WebBoard replaces the <WB-URL> tag in the template that produces the welcome message (*welcome.txt*) for the Bio110 board with *http://SRCC.edu/~Bio110*. To route your users through an external server, you have to use a URL that sends the request to that server, *http://SRCC.edu/webboard/wbpx.isa/~Bio110*, for example. In order to display the URL for the external server on email messages sent from the board, you need to replace the <WB-URL> tag in the welcome message template with the external server’s URL and put that custom file in the board’s HTML folder.

Example 5-1 shows the original text and WebBoard tags in the template for sending posts to board members who subscribe to conference mailing lists.

Example 5-1 mlmsg.txt, unedited

<WB-MSGBODY>

To reply: mailto:<WB-LISTNAME>.<WB-MSGID>@<WB-SVRNAME>

To start a new topic: mailto:<WB-LISTNAME>@<WB-SVRNAME>

To login: <WB-URL>

Example 5-2 shows the template after the text file has been edited to display the URL for an external server.

Example 5-2 mlmsg.txt, edited

<WB-MSGBODY>

To reply: mailto:<WB-LISTNAME>.<WB-MSGID>@<WB-SVRNAME>

To start a new topic: mailto:<WB-LISTNAME>@<WB-SVRNAME>

To login: http://SRCC.edu/webboard/wbpx.isa/~Bio110

To edit a board's email templates to use the URL for an external server, follow these steps:

1. Make sure you have the following files in the board's HTML subfolder:
 - *emailpass.txt* (sent to users who have requested their forgotten password by email)
 - *mlmsg.txt* (sent to non-digest mailing list subscribers whenever a new message is posted to the conference)
 - *mlmsg-r.txt* (sent to non-digest mailing list subscribers whenever a new message is posted to a read-only conference)
 - *notify.txt* (sent to users who have requested email notification whenever a new message is posted to a conference)
 - *welcome.txt* (sent to each new user who registers on your WebBoard site)

As always, when customizing files for a specific board, the file must be in the board's HTML subfolder, for example, *WebBoard/Html/Support*. If the board's subfolder already contains a copy of the email template file to be edited, use that file. Otherwise, copy the file from the *WebBoard/Html* folder to the board subfolder.

2. Open each file in a text editor and replace the <WB-URL> tag with the URL you want to appear on the email message.
3. Test changes by performing actions that cause WebBoard to send mail that uses each of the templates.

Taking Advantage of Redundancy

You can distribute WebBoard across several computers. On large sites, this can increase performance. For example, a router handles incoming requests, sending each one to the WebBoard installation that can handle it fastest. Redundancy with WebBoard is intended to provide scalability, not fail-safe capability. For mission-critical application environments, use a commercial failover system.

If you choose to take advantage of redundancy, during setup you designate one WebBoard installation as primary, the others as secondary. The primary installation is the only one responsible for:

- Sending email and watch list notifications
- Sending mailing list digests once a day
- Checking the IN folder for new mailing list messages
- Archiving messages once a day
- Purging unverified users once a day
- Reindexing search indexes
- Deleting paging messages older than 30 minutes

Configuration Issues

There are two issues to be aware of when setting up a redundant system: shared files and user permissions, and Community Server chat settings.

Shared files and user permissions

Multiple WebBoard installations must share the *Confs* folder, which contains each board's conference messages, the *Html* folder, which contains the HTML files for the WebBoard frames user interface, the *Images* folder, which contains the images used on those HTML pages, the *Upload* folder, which contains file attachments, and the database, which contains all the WebBoard configuration settings and user information. Other folders that contain ASP components and pages are also shared.

Because these folders are shared in a redundant setup, one or more computers will access these folders and the database over a network. This has an impact on the run mode of that machine. To run as a Windows 2000 or Windows NT service, WebBoard must run under a user account, not as Local System, because the Local System account has no rights across a network and won't be able to access the remote folders. The user account must also have sufficient privileges to access the database and the folders. For information on setting the path to these shared folders, see "Setting Folder Locations and Content Types," later in this chapter.

Chat server settings

The WebBoard chat server runs only on the primary installation. If chat is enabled, users who request chat from a secondary installation are sent to the primary computer. All secondary installations need the IP address of the primary installation's computer in order to use chat. You provided this information during installation on all secondary computers. To change the IP address or review it to make sure it is correct, look on WebBoard Properties on the secondary installations' computers.

Changing the Primary Server

When you installed WebBoard, you designated one installation as primary. If you later want to designate a different installation as primary, you can do so. In making changes, be sure that all user permissions and accounts for running as a service are set up properly, as described in the previous section.

Warning

Designate one and only one installation as primary; otherwise WebBoard will not run properly.

To designate a different primary installation, follow these steps:

1. Open WebBoard Properties from the WebBoard folder on the Start menu and display the General tab. (See Figure 5-1).
2. In the Redundancy Options area, click Secondary for the mode.
3. Enter the IP address of the computer that will run the primary installation.
4. Click Apply to save changes.
5. Go to the computer where you want the new primary server, repeat Steps 1 and 2, and click Primary for the mode.
6. Adjust any other settings (such as the bound IP address or port number).
7. Click Apply and click OK.
8. Restart WebBoard on all computers.

Changing Chat and NNTP Server Startup

WebBoard 5 comes with a fully integrated chat server and a built-in NNTP server for distributing conferences as newsgroups. Although you enable chat and newsgroups on a per-board and per-conference basis, having these features available depends on the start-up options you specify for each server, which include:

Start the NNTP server automatically when WebBoard starts

By default, WebBoard does not start the server. Until the server is started, NNTP is inoperative.

Connect to the chat server when WebBoard starts

By default WebBoard makes the connection. (Starting and stopping the chat server is controlled by the chat server's administration applet; see Chapter 9.) Unless the connection is made, chat is unavailable from WebBoard.

To change the startup setting for the NNTP server, follow these steps:

1. Open WebBoard Properties from the WebBoard folder on the Start menu and display the General tab. (See Figure 5-1).
2. To have WebBoard start the NNTP server when WebBoard starts, check Start WebBoard NNTP Server.
3. To have WebBoard connect to the chat server when WebBoard starts, check Connect to Chat Server.
4. To prevent WebBoard from performing either task at startup, remove the check from the appropriate box.
5. Click Apply and click OK.
6. Restart WebBoard to have changes take effect.

Changing Settings for Outbound Email

Opening up participation in WebBoard conferences to email greatly enhances WebBoard's usability. Users who aren't regularly able to visit the board can subscribe to the mailing list for any or all conferences on the board and receive postings by email. They can also respond by email to reply to messages or start new topics.

WebBoard requires an external SMTP server to handle outbound email. Outbound email includes welcome messages, message notification email, and mailing list digests. The WebBoard Site Management form contains three sections relating to email and WebBoard. This section discusses the first—Email Settings—which controls configuration for outbound email from WebBoard. Settings include the time email notifications and digests are sent (the email hour), and the name of the external SMTP server WebBoard uses. The default email hour is 1:00 A.M., and the SMTP server name is supplied during installation. Figure 5-3 shows the Email Settings section of the Site Management form.

Figure 5-3 Email Settings, Site Management form

Email Settings Help

Email Hour
Select the hour of the day when digest mailings and email notifications are sent.

1 AM

Outbound SMTP Mail Server
Mail server name to be used for sending email notifications and mailing lists.

smtp.yourcompany.com

Save Changes

Note

The other email-related settings—WebBoard SMTP Receiver Settings for inbound email and Mailing List Settings for inbound mailing list email—are discussed later in “Changing Settings for Inbound Email” and “Setting Options for Mailing List Email.”

Outbound Email Overview

Before discussing the specific settings and how to change them, take a few minutes to become familiar with WebBoard’s outbound email types and how they are handled:

Welcome messages

Sent when new users self-register or are added to a board by the WebBoard administrators or board managers. These messages are sent immediately.

Email address verification messages

Contain the new user’s password and a welcome message and are sent from boards requiring email verification when new users self-register or are added to the board by the WebBoard administrators or board managers. These are sent immediately.

Email notification for watched items

A service that notifies users when new messages are posted to a watched topic or a watched conference. Notices for watched topics are sent when the new post is made. Notices for watched conferences are sent once a day.

WebBoard’s mailing list feature

Allows users to subscribe to conference mailing lists and receive messages posted to the conferences in one of three formats, as chosen by WebBoard users:

- *Non-digest*, each message is sent shortly after it’s posted (default setting).

- *Digest*, messages are packaged up and emailed to subscribers once a day at the specified email hour.
- *Digest/ZIPped*, messages are packaged up, compressed in standard ZIP format, then emailed to subscribers once a day at the specified email hour.

WebBoard sends both email notifications and mailing list messages by putting the users' addresses on the blind carbon copy (BCC) line of the message to hide the names of the other recipients receiving notifications.

Setting the Email Hour

Email notifications and mailing list digests are sent out once a day. The default time is 1:00 A.M. You may want to consider what time of day people would benefit most from receiving these messages (such as first thing in the morning), or a logical time to break up conference content (for example, at 11:00 P.M., the end of each day). You'll probably want to choose a time when you expect other activity on WebBoard to be relatively light.

To set the email hour, do the following:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the Email Settings section (see Figure 5-3).
3. In the Email Hour field, choose a different hour from the pull-down menu. This setting can be on the hour only.
4. Click Save Changes to update the email hour.

Bypassing the Email Hour

You can bypass the email hour setting by running *WBMail.exe* (located in `\WebBoard\System`) at any time. Doing so forces WebBoard to send email notifications, but not digests, at its earliest opportunity. WebBoard still sends digests and email notifications at the specified email hour.

Changing the External SMTP Server

The external SMTP server, which you specified during setup, handles all outbound messages. This SMTP server is independent of WebBoard and can be any SMTP server reachable by the computer WebBoard is installed on (of course, make sure you have permission to use the server first). The SMTP server sends welcome messages, email notifications, and mailing list messages (non-digest and digest).

You can confirm or change the server name on the Site Management form in the Email Settings section (Figure 5-3).

The external SMTP server can reside on the same computer as WebBoard or on a different computer. If the external server is on the same computer as WebBoard, the computer must have at least two IP address with the external server bound to one and the WebBoard SMTP receiver bound to the other. If you do not have two IP addresses on the WebBoard computer, the external SMTP server must be able to route incoming mail to another port on the same computer, which the SMTP receiver listens to. As of this writing, only Post.Office has been tested with WebBoard to provide this port routing. See “Changing Settings for Inbound Email” later in this chapter for more details.

To change the external SMTP server and test that it is working properly, follow these steps:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the Email Settings section (see Figure 5-3).
3. Enter the FQDN of the external SMTP server in the SMTP Server field.
4. Click Save Changes.
5. Subscribe to a conference that has mailing list support enabled from the Mailing List link on the More Options menu. (If none exists, you may need to create such a conference on the *admin* board. See Chapter 7, *Managing Conferences*.)
6. Verify that your email address is correct and that you have selected non-digest for your mailing list format in your User Profile (using Edit Your Profile on the More Options menu).
7. Post a message to the conference you subscribed to in Step 3. Remember that this message will go to all other users who have subscribed to this mailing list. You may want to indicate it is a test message.
8. Wait about 10 seconds and then check your email. You should find your message in your email inbox. If you manually check your mail, do so now.
9. Return to the conference where you posted your test message and delete the message, if necessary.

Showing the Poster's Email Address on Mailing List Email

Messages sent from WebBoard's mailing lists normally have "MailingListName Listmanager" <Listmanager@ServerName.com> in the From: field, not the email address of the person who posted the message (for example, *user-name@myISP.com*). This approach prevents WebBoard users who post via email from receiving bounced message notices, since there are often users with incorrect email addresses who have signed up for mailing lists.

However, in a setting where the group of users is a small and you know all their email addresses are correct—perhaps through email verification during registration—you can configure WebBoard to use the email address of the person posting the message. Work-team members using WebBoard for collaborative purposes may appreciate being able to identify the poster before opening the email message.

To use the email address of the message poster in the From: field for mailing lists, follow these steps:

1. Open the Registry editor and go to the key:
`HKey_LOCAL_MACHINE/Software/O'Reilly/webboard/3.0/email/FromOp`
2. The default value of this key is 2. Change it to 1 and the outgoing email will have the name and email address of the original sender. This change applies across all boards and conferences. Mail sent in response to such a post goes to the conference mailing list, not the individual.
3. Restart WebBoard for the change to take effect.
4. To change back to using listmanager in the From: field, edit the Registry and change the value back to 2. Restart WebBoard for the change to take effect.

Changing Settings for Inbound Email

WebBoard's built-in SMTP receiver handles all inbound email to WebBoard, such as postings to conferences. The receiver (*ubsmtp.exe* located in WebBoard's *System* folder), is not a fully-featured SMTP server. Rather it is a listener that receives and distributes incoming email.

If WebBoard is not installed on the same computer as the external SMTP server, you do not need to change the SMTP receiver settings, which are shown in Figure 5-4. However, if WebBoard shares the computer with the external SMTP server, you need to change either the IP address or port of the SMTP receiver and the SMTP server, as described in this section.

Figure 5-4 WebBoard SMTP Server Settings, Site Management form

WebBoard SMTP Receiver Settings [Help](#)

SMTP Receiver IP Address
Enter an IP address to bind the SMTP Receiver to. If left blank (default), the WebBoard SMTP Receiver will respond to all requests on all IP addresses configured on the WebBoard computer.

SMTP Receiver Port Number
Changes the SMTP port of the WebBoard SMTP Receiver. Default is 25.

Note: To activate changes to this section, both WebBoard and the WebBoard SMTP Receiver must be re-started.

[Save Changes](#)

Note

Other reasons to bind the WebBoard SMTP receiver to an IP address include using the server as a proxy or firewall, or using port-based routing such as WinGate. These are specific instances and we recommend you not bind the WebBoard SMTP receiver to an IP address unless you understand the implications.

Specifying an IP Address for the SMTP Receiver

One way to allow WebBoard to reside on the same computer as the external SMTP server it uses is to assign an IP address to the SMTP receiver and a different IP address to the SMTP server. Doing so enables the two to coexist on the same port, listening only for requests directed to the appropriate IP address.

This setup requires that the computer have at least two IP addresses. Bind one of those IP addresses to the external SMTP server, using that server's administrative tools. To bind WebBoard's SMTP server to the other IP address, follow these steps:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the WebBoard SMTP Receiver Settings section (see Figure 5-4).
3. Enter the IP address you want to assign to the SMTP receiver.
4. Click Save Changes.

5. For these changes to take effect, you must stop and restart the WebBoard SMTP receiver. If the receiver cannot be bound to the specified IP address, an error message appears and an entry is made in the SMTP log.
6. Test the mail functionality of WebBoard and your mail server.

Specifying a Port for the SMTP Receiver

Another way to have the external SMTP server exist on the same computer as WebBoard is to bind the WebBoard internal SMTP receiver to a nonstandard SMTP port and configure the external SMTP server to route WebBoard mail to that port. Each mail server has a slightly different procedure, but the key is to look for routing configuration, such as in routing properties or a routing table. As of this writing, only Post.Office has been tested with WebBoard to provide this port routing. See “Changing Settings for Inbound Email” later in this chapter for more details.

To assign a port to the WebBoard SMTP receiver, follow these steps:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the WebBoard SMTP Receiver Settings section (see Figure 5-4).
3. Enter a non-standard port number for the WebBoard SMTP receiver in the SMTP Receiver Port Number field. The standard port 25. Be sure the new port does not conflict with ports used for other servers such as web servers, the WebBoard server, chat server, or NNTP server. Often ports in the 9000 range are available.
4. Click Save Changes.
5. For these changes to take effect, you must stop and restart the WebBoard SMTP server. If the server cannot be bound to the specified port, an error message is displayed and an entry made in the SMTP log.
6. If you changed the port number and are running the other SMTP server on the same computer, be sure to configure the other SMTP server to properly route WebBoard’s incoming mail. For example, in Post.Office, you must add a line to the SMTP Mail Routing Table as follows:

```
webboard.smtp.server:webboard.smtp.server#webboardSMTPport
```

where *webboard.smtp.server* is the name you assigned to WebBoard (or to the WebBoard SMTP receiver IP address if you assigned one in Step 3) and *webboardSMTPport* is the port number assigned to the WebBoard SMTP receiver in Step 4. Note that the hostname used by the external SMTP server

must be different from the name used for the WebBoard server. See your mail server's documentation for more information.

7. Test the mail functionality of WebBoard and your mail server.

Setting Options for Mailing List Email

On the Mailing Lists section on the Site Management form (shown in Figure 5-5) you determine what to do with bounced messages, give the email address of the system administrator for use on bounced messages and HTTP error messages, and specify the hostname of the computer running WebBoard. The hostname is used in the <WB-URL> tag and in the Reply-To: field of mailing list email.

Figure 5-5 Mailing List Settings, Site Management form

The screenshot shows a web form titled "Mailing List Settings" with a "Help" button in the top right corner. The form is divided into several sections:

- Bounced Messages Destination**: A section with the instruction "Specify who to send bounced inbound messages to." It contains two checked checkboxes: "WebBoard Administrator" and "Message Sender".
- Keep Bounced Messages**: A section with the instruction "Specify whether to keep bad (bounced) inbound messages, renaming the message's file extension as .BAD. If un-checked, bad messages will be deleted." It contains an unchecked checkbox labeled "Keep and rename bad messages."
- WebBoard Administrator Email Address**: A section with the instruction "This email address is used for bounced messages and appears on HTTP error messages." It contains a text input field with the value "admin@server_name.com".
- Server Name**: A section with the instruction "This server name is used in the WB-URL tag for outgoing emails, and the reply-to for mailing lists. For example, myserver.com." It contains a text input field with the value "webboard.server_name.com".

At the bottom of the form is a "Save Changes" button.

Handling Bounced Messages

If any conferences have mailing lists, you need to tell WebBoard how to handle bounced incoming messages. Bounced messages are ones that get as far as WebBoard's SMTP receiver but can't be posted to a conference for some reason, as described in Table 5-1.

Note

Use discretion when deleting messages and deleting or renaming conferences. Any of these actions could cause numerous bounced messages, especially in very active conferences with high participation by email.

Table 5-1 Bounced message causes, responses, and solutions

<i>Problem</i>	<i>WebBoard response</i>	<i>Solution</i>
No To: line specified, or the To: line does not contain an @ symbol	No addressee (To:) specified in message	There must be an addressee in the To: line, and that address must be in the proper format (i.e., <i>addressee@host.domain</i>).
Format of the To: line is invalid	Invalid addressee (To:) format	The To: line must be in the format specified above.
No From: line specified	No sender (From:) specified in message	The message must have a From: line, and there must be a properly formatted email address in it (see above).
Specified list is invalid	Invalid list specified	The list (conference) specified in the Subject: line doesn't exist or is misspelled.
No message	Empty message	Why bother? User goofed.
MsgId specified (to reply to) doesn't exist	Invalid message specified	User tried to reply to a message that doesn't exist or was improperly specified. Proper format is <i>mailinglistname.message number@[computername].host.domain</i> .
User doesn't exist in the database	User doesn't exist	From: line doesn't match user's email address in the database.
User doesn't exist in the board for the list	User #<userId> is not a member of board	User is not registered on the board to which he/she is attempting to mail this message.
User tried to post to a read-only list and is not a moderator (or higher)	Can't post to read-only conference	From: line didn't match the email address of those authorized to post messages to this read-only conference.

WebBoard lets you decide to whom (if anyone) bounced incoming messages are returned. Messages may be returned to the message sender and the primary WebBoard administrator for troubleshooting. Returning bounced messages to the sender notifies the sender that the message he or she posted didn't get to the board, so no one will see it.

You can also choose to keep bounced messages. Enabling this option saves a copy of each inbound bounced message in WebBoard's *in* folder. WebBoard adds a *.bad* extension to each bounced message stored there. Saving bounced messages

can be a useful diagnostic tool for troubleshooting email problems. However, automatically saving bounced messages could generate significant clutter on your system over time, so you may want to delete the contents of the *in* folder periodically. Also, if you are the WebBoard administrator and are receiving bounced messages anyway, this feature may be somewhat redundant. By default, it is not enabled.

To specify how WebBoard should handle bounced messages, follow these steps:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the Mailing List Settings section (see Figure 5-5).
3. In the Bounced Messages Destination area, check either, both, or none of the options:

WebBoard administrator

This is the primary WebBoard administrator. Enabling this option delivers a copy of the bounced message to the address specified in the WebBoard Administrator Email Address field in this section. Receiving bounced mail can help you diagnose email problems.

Message sender

This is the person who originated the message. Returning the message to its originator lets him know his message didn't get through so he can check the address and try again. Enabling this option delivers a copy of the bounced message back to the message originator as specified in the From: line of the message.

4. In the Keep Bounced Messages area, check "Keep and rename bounced messages" to add a *.bad* extension to the message and keep it in WebBoard's *in* folder. If unchecked, WebBoard deletes bounced messages.
5. Click Save Changes.

Note

Outbound messages that bounce are handled by the external mail server designated in the SMTP Server field of the Email Settings section. That server, how it handles bounced messages, and the error messages it returns (or doesn't return) to senders may or may not be under your control. Contact the administrator of your external SMTP server if you have questions.

Changing the WebBoard Administrator Email Address

You specified the primary WebBoard administrator's email address when you installed WebBoard. This setting is global, applying to all boards. WebBoard displays this email address on various HTML pages. Note that this email address also appears in all HTTP error messages. You can change this address, for example, to an account all WebBoard administrators have access to, as opposed to the private email account of the primary WebBoard administrator.

To change the WebBoard administrator email address, follow these steps:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the Mailing List Settings section (see Figure 5-5).
3. In the WebBoard Administrator Email Address field, enter the email address. Be sure to use the standard email format, which is *addressee@host.domain*. Changing the email address here does not affect the email address on the primary WebBoard administrator's user profile.
4. Click Save Changes.

Changing the Server Name

The server name in this field is your WebBoard server's FQDN. It is used in the URL links back to your boards, in email notification messages, in the Reply to: information at the bottom of mailing list messages, and internally by WebBoard in some operations. You supplied this name during setup, but you can change it.

Note

If you want WebBoard requests directed to an external web server, you will have to edit the URLs in some email templates, as described in "Editing Email Templates."

To change the server name, follow these steps:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the Mailing List Settings section (see Figure 5-5).
3. In the Server Name field, enter the server name. Be sure to use the proper format, *[computername].host.domain*.

4. Click Save Changes.
5. Restart WebBoard for the changes to take effect.

Logging WebBoard Activity

WebBoard's logs collect a wealth of useful information about individual activities, user statistics, errors, and installation data. You can use this information to analyze traffic, performance, problems, and configuration changes. The logs are an important source of information for managing and troubleshooting WebBoard.

WebBoard's logs are stored in the `\WebBoard\Logs` folder. Each WebBoard installation has its own set of logs.

You may also want to archive your logs by moving them to another folder, say at the end of each month. You can do so by using WebBoard's cycling feature or simply moving (or deleting) a log file. If you do so, even while WebBoard is running and users are logged on, WebBoard detects the need for a new log and starts one.

This section describes WebBoard's various logs and the log file settings you can change on the WebBoard Site Management form.

Log Files

WebBoard logs six types of information: HTTP requests to the boards (*Board_Alias.log*), WebBoard errors (*Error.log*), what happens during installation (*Install.log*), email-related transactions (*Smtplib.log*), upload activity (*Uploads.log*), and all activity on the WebBoard site (*Webboard.log*). The logs provide diagnostic information or record an action. They are text files that can be read with any text editor.

Note

Another type of log is the chat transcript. Transcripts are created on a per room basis and record all the activity in the chat room. Transcripts are optional; their use is controlled by room operators and moderators. See Chapter 9 for more details.

HTTP request logs (*board_alias.log*)

Each board you create has its own log named with the board's alias, which records each HTTP request for the board (unless you turn off HTTP logging, as described later). These logs are in Combined—sometimes called Extended—(NCSA/CERN) format, which means you can use a web statistics program to analyze the data in great detail. Each entry in the log file represents a request to the board, as follows:

```
127.0.0.1 localhost:8080 iris [26/Jul/2001:11:32:16 -0800] "POST /  
~biol00/login HTTP/1.0" 200 1249 "" "Mozilla/4.0 (compatible; MSIE  
5.01; Windows NT 5.0)"
```

Each line of the Combined format includes the following nine data fields in order, each field separated by a single space:

IP address

The address of the computer on which your user's browser is running.

Server name

The FQDN of the computer running WebBoard.

Username

Login name of the person making the request/visiting your board.

Time stamp

Enclosed in square brackets, this gives the date, time, and GMT offset of the WebBoard web server at the time the request was made.

Request

Enclosed in quotes, this records the HTTP request, starting with the method (GET, POST, and so on), and gives the path and filename requested.

Status

The three-digit HTTP version and response code from the WebBoard server when it handles the request.

Transfer size

The number of bytes sent by the WebBoard server in response to the request.

Referrer

URL of the page from which the address to your WebBoard server was obtained, usually a hypertext link. WebBoard's internal server does not log referrer URLs, so this field always contains double quotation marks.

User agent (browser)

Enclosed in quotes, this records the browser, version, and operating system of the WebBoard user making the request.

As you can see, this information, while intelligible in a text file, is best analyzed by a statistical analysis tool. These software packages show trends such as your most-visited conferences, busiest times of the day, most-used browsers, and much more.

Error log (*error.log*)

The *Error.log* file records any error occurring on WebBoard and includes an error number and a description. If you're having problems with WebBoard, check the error log first. If you can't solve the problem, check Appendix B, *Upgrading Files from WebBoard 4.x*, or the resources at WebBoard Central (<http://>

www.webboard..com/). If you call Technical Support with a problem, they will ask you to check the Error log for pertinent information. The Error log displays each error message as follows:

```
07/11/2001 13:00:06 ChatSpace WebBoard 5.0.158,Error #25066:  
SMTP.SendNotifications(): #25066: [10065] No route to host.
```

Each entry in the Error log includes the date of the error in *MM/DD/YYYY* format; the time of the error, taken from the system clock; the version of WebBoard running at the time of the error; a multidigit number identifying the specific error; a brief description of what happened; and sometimes other relevant information.

Install log (*install.log*)

Like other software installation logs, this file records everything the setup program did and where it did it.

SMTP log (*smtp.log*)

WebBoard logs error messages generated by inbound messages using the internal SMTP receiver, whether SMTP tracing is enabled or not (see “Activating Logging and Cycling Logs,” later in this chapter). The explanation part of each log entry is duplicated at the top of bounced messages, which can be returned to the sender or sent to the system administrator. The SMTP log records errors as follows:

```
7/25/2001 05:29:01 Error #20163 Failed to connect: [10065]  
No route to host.
```

Each error entry in the SMTP log includes the following five data fields in order, each field separated by a single space: the date of the error in *MM/DD/YYYY* format; the time of the error, taken from the system clock; what caused the error; the numeric name given to the message that encountered the problem; and a brief description of what caused the error.

When you enable SMTP tracing, WebBoard logs all mail-related transactions, inbound and outbound, in the *smtp.log*. This information is very detailed, recording numerous entries for each transaction. SMTP tracing is valuable for troubleshooting, but, when left on unattended, it causes the SMTP log file to grow rapidly. Except for when you’re trying to track down a mail error, we suggest you leave it turned off (the default).

Uploads log (*uploads.log*)

The *Uploads.log* file records any upload activity (that is, file attachments or inline images). The attachment filename, description, and time of the file upload are listed, as well as the user who uploaded the file. The Uploads log displays each upload as a single paragraph in the form:

```
7/05/2001 10:52:55 Intern_application.zip by Iris Weller  
<irisw@server_name.com> (form for summer internships)
```

WebBoard log (*webboard.log*)

The *Webboard.log* records administrator activity and user activity only when it changes something; for example, reading a message is not logged, but posting a message is. Check this log for general trends and information about WebBoard. The WebBoard log displays each action as a single line:

```
07/21/2001 15:52:09 (bio100) (columbine) replying to msg #378 in  
"Course Descriptions"
```

This line in the log indicates when the user posted a response message and in what conference on what board.

Starting with WebBoard 5, the default setting for the WebBoard log is to record only minimal information. Previous versions used verbose logging and recorded all activity, even when no action was taken (for example reading a message as well as posting one). Upgraders to WebBoard 5 will continue to have verbose logging.

The verbose format also includes the name of the computer where the activity took place; this information is especially helpful in a redundant setup.

You can change the logging from minimal to verbose (or verbose to minimal) by editing the Registry, as follows:

1. Open the Registry editor and go to the key:
`HKey_LOCAL_MACHINE/Software/O'Reilly/webboard/3.0/VerboseLog`
2. The default value of this key is 0 (verbose off; minimal logging in use). Change it to 1 to turn on verbose logging.
3. Restart WebBoard for the change to take effect.
4. To change back to minimal logging, edit the Registry key and change the value back to 0. Restart WebBoard for the change to take effect.

Activating Logging and Cycling Logs

You can change logging settings on the Site Management form (see Figure 5-6). Since HTTP logs can get huge and use up disk space, you can turn off HTTP request logging for all boards. As an aid to remote administration, a Download button lets you download the HTTP log for the board you're currently logged on to. The cycle option makes it easy to archive an HTTP request log for a board and start a new one. The SMTP tracing option is useful for troubleshooting, but it logs so much information that you probably don't want it on all the time (as explained earlier in "Log Files").

To activate, cycle, and change logging, follow these steps:

Figure 5-6 Log File Settings, Site Management form

Log File Settings		Help
Change	HTTP Logging	Turns on or off HTTP request logging. Log files are stored in the \WEBBOARD\LOGS folder on a per-board basis in the Combined (NCSA/CERN) Format.
Active?		
☒ Yes ☐ No		
Download		Download a ZIPped copy of the current HTTP log file for this board. The size of the log file is currently 1,254,899 bytes.
Cycle		Cycle the HTTP log file for this board.
Change	SMTP Tracing	Turns on or off outbound SMTP tracing. With tracing on, all communication between WebBoard and the SMTP server is logged to \LOGS\SMTP.LOG.
Active?		
☐ Yes ☒ No		

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the Log File Settings section (see Figure 5-6).
3. To turn HTTP request logging on, in the HTTP Logging Active area, click Yes and then click Change. Click No and then click Change to disable HTTP logging for all boards on the WebBoard site. Note that this single switch determines whether WebBoard is writing HTTP logs for all boards on your server or none of them.
4. To download the HTTP log for the board you're currently logged in to, click Download. WebBoard compresses (in standard ZIP format) the HTTP log and downloads it to you. This function is available to board managers as well as WebBoard administrators.
5. To cycle the log file of the board you're currently logged in to, click Cycle. WebBoard confirms the action and saves the cycled log in the same location as the active logs. The cycled log retains the name of the board, but is assigned a three-digit sequential numeric extension, starting at .001. Each time you cycle the log, the extension is incremented by one (.002, .003, and so on). This function is available to the board managers as well as WebBoard administrators.
6. To enable SMTP tracing, in the SMTP Tracing Active area, click Yes and then click Change. WebBoard starts logging all communication between WebBoard and the external SMTP mail server (for *outbound* mail). The information is

stored in the *SMTP.log* in WebBoard's *\Logs* folder. Details about the file are covered in the preceding section. To turn off SMTP tracing, click No and then click Change.

Viewing WebBoard Site Statistics

In addition to the logs, WebBoard has an internal statistics generator to take snapshots of the activity on your site. You can find out such things as the operating system on the computer running WebBoard, the number of users on the site, the number of mailing lists and newsgroups, and the number of new messages. In addition to general site information, there are statistics on mailing lists, newsgroups, and the ASP interface, which tell you the number and percentage of posts that come via one of these alternate interfaces.

To view the WebBoard site statistics, follow these steps:

1. Log in as WebBoard administrator to any board using the frames interface.
2. Click More from the menubar. The More Options menu appears.
3. Click the Administrator link from this menu. The Administrator menu appears.
4. Click Statistics. You see the WebBoard Statistics page, with the General Statistics, which are the site statistics, at the top. Figure 5-7 shows the top of the Statistics page.
5. To view statistics on mailing lists, newsgroups, or the ASP interface, click a link at the top of the page. These statistics are for the current board only.

Setting Folder Locations and Content Types

You can change the location of the folders where WebBoard stores message bodies, images, and files attached to messages. These folders are shared by all WebBoard installations in a redundant setting, so there is only one of each regardless of how many computers are running WebBoard. You can also specify the various content types you want the web server to recognize. All of these settings are made on the Misc. Server Settings section of the Site Management form (Figure 5-8).

The various folders are used as follows:

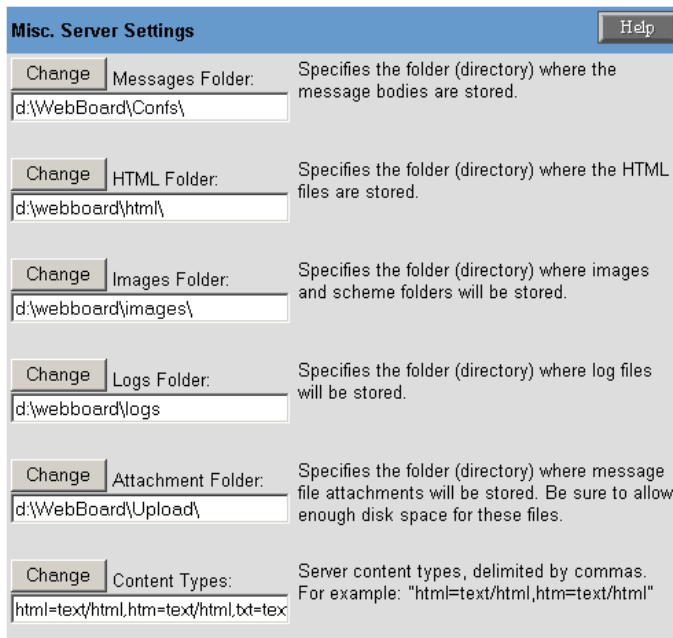
- All message body text is stored in the *conf/s* folder. Each board has its own subfolder, containing text for all messages in all board conferences.
- The HTML files for WebBoard's frames interface are stored in the HTML folder, where each board has a subfolder for customized HTML pages.

Figure 5-7 WebBoard site statistics

WebBoard Statistics		Help
General Mailing Lists Other Interfaces (ASP/NNTP)		
General Statistics		
WebBoard Version	WebBoard 5.0.158	
Operating System	Windows NT Server 5.0.2195 (Service Pack 1)	
Memory Total	327,216 KB	
Memory Free	51,316 KB	
Processor Type	Intel Pentium 497MHz (1 Processor)	
Server First Started	Saturday, 07-April-01 17:50:26	
Server Last Started	Thursday, 12-July-01 12:22:53	
Total Requests	24,133	
Users	23	
Boards	3	
Conferences	24	
Messages	1,221	
Threads	391	
Mailing Lists	5	
Newsgroups	4	
Chat Channels	8	
Messages Today	0	
New Users Today	0	

- All graphics used in WebBoard's frames HTML pages are stored in the primary WebBoard installation's *WebBoard\Images* folder. Images include such graphics as the attention icons, new icons, the Powered by WebBoard logo, navigational buttons, background images, and so forth. The Images folder contains the images used by the default scheme and subfolders for the other schemes (and a subfolder for the default scheme, although these images are not used). Each subfolder has a full set of images.
- Uploads are stored by default in the *WebBoard\Upload* folder.

These locations are set during installation and you may never have occasion to change them. However, for performance or other reasons, you may want to change the location of a folder to another location on the same computer or to another computer on the network. For example, image files may be large and, on an active site, serving images may cut into WebBoard's performance. To reduce the load on WebBoard, you can let another web server serve images from the Images folder. Or you can let WebBoard serve images but move the Images folder from its default location to another disk, or even another computer. Carefully consider performance and reliability issues before changing the location of the Images folder.

Figure 5-8 Misc. Server Settings, Site Management form


Misc. Server Settings		Help
Change	Messages Folder:	Specifies the folder (directory) where the message bodies are stored.
	d:\WebBoard\Conf\	
Change	HTML Folder:	Specifies the folder (directory) where the HTML files are stored.
	d:\webboard\html\	
Change	Images Folder:	Specifies the folder (directory) where images and scheme folders will be stored.
	d:\webboard\images\	
Change	Logs Folder:	Specifies the folder (directory) where log files will be stored.
	d:\webboard\logs\	
Change	Attachment Folder:	Specifies the folder (directory) where message file attachments will be stored. Be sure to allow enough disk space for these files.
	d:\WebBoard\Upload\	
Change	Content Types:	Server content types, delimited by commas. For example: "html=text/html,htm=text/html"
	html=text/html,htm=text/html,bt=text/...	

In a redundant WebBoard environment, since all installations share common image, message, HTML, and uploads folders, you will have to set UNC paths on each installation to point to the shared folders, which are installed with the primary WebBoard installation. Path information is stored in the database, and the entry must make sense to all the computers running WebBoard; therefore, you must use UNC paths.

Using UNC paths even when running only one copy of WebBoard lets you add secondary installations later without having to change the paths. However, if the folder is on the same computer as WebBoard and you have only one installation of WebBoard, you can enter a drive letter path, such as *X:\Folder\Sub-Folder\Sub-Sub-Folder*.

Because the HTML pages for the frames interface must be able to find the images no matter where they are stored, WebBoard provides the `wbimages` alias that always contains the image path set on the Site Management form (as described below). Each WebBoard installation uses the value for `wbimages`. In this way, one set of image files can serve multiple WebBoard installations. This alias is often used in specifying custom image paths on the Change Board Appearance page (see Chapter 6, for more information on changing the appearance of a board).

Note

If you are running WebBoard as a Service under the Local System account (not recommended), you must use a drive letter path, such as *X:\Folder\Sub-Folder\Sub-Sub-Folder*.

To specify the images, messages, upload folders, and content types, follow these steps:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the Miscellaneous Web Server Settings section (see Figure 5-8).
3. In the Message Folder field, enter the physical path for the messages folder where messages for the conferences are stored. Each board has its own subfolder. Note that:
 - To use a UNC path, enter, for example, *\\ComputerName\ShareName\Folder\Sub-Folder\Sub-Sub-Folder*. Be sure your WebBoard server can always reach it. Browse your folders using Network Neighborhood to get the UNC path for a folder.
 - Click Change after you type a new location.
4. Enter the physical path for the HTML folder for the frames interface. Note that:
 - To use a UNC path, enter, for example, *\\ComputerName\ShareName\Folder\Sub-Folder\Sub-Sub-Folder*. Be sure your WebBoard server can always reach it. Browse your folders using Network Neighborhood to get the UNC path for a folder.
 - Click Change after you type a new location.
5. Enter the physical path for the Images folder. Take performance issues into consideration, while noting:
 - To use a UNC path, enter, for example, *\\ComputerName\ShareName\Folder\Sub-Folder\Sub-Sub-Folder*. Be sure your WebBoard server can always reach it. Browse your folders using Network Neighborhood to get the UNC path for a folder.
 - Click Change after you type a new location.
6. In the Attachment Folder field, enter the physical path for the *Uploads* folder where attachments to messages are stored. Be sure to allow enough disk space for these files, while noting:

- To use a UNC path, enter, for example, `\\ComputerName\ShareName\Folder\Sub-Folder\Sub-Sub-Folder\`. Be sure your WebBoard server can always reach it. Browse your folders using Network Neighborhood to get the UNC path for a folder.
 - Click Change after you type a new location.
7. In the Content Types field, specify the content types, or file formats, the server will recognize and use. By scrolling through the textbox, you see that WebBoard supports a variety of types from text to jpeg to audio. To add more content types, type them in this field, separated by commas, for example, `html=text/html,htm=text/html`. Click Change to add your new formats.

Changing System Settings

The System Settings section on the Site Management form deals with system settings, including resetting WebBoard's requests counter, removing dormant users from the database, and setting the maximum number of displayed topics (see Figure 5-9). This section describes these tasks.

Figure 5-9 System Settings, Site Management form

System Settings		Help
Go	Reset Requests	The request counter will be reset to 0. It is currently 24,134 .
Go	Users in 90 days	Click to delete users who have not logged in to a board within the number of days indicated.
Go	Max Topics: 25	Sets the maximum number of topics to display at a time. For best performance, choose a number 25 or less.

Resetting WebBoard's Requests Counter

Occasionally you may want to reset WebBoard's requests counter to zero. For example, you may have moved WebBoard to a new computer or want to restart the requests counter every month.

To reset the requests counter to zero, do the following:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the System Settings section (see Figure 5-9).

3. Click the Go button next to Reset Requests. All user requests will be reset, which causes the total system requests to become 0 (zero).

Removing Inactive Users

You can remove users who haven't been active on any board on the WebBoard site within a specified number of days. When WebBoard deletes inactive users, it removes them from the database. You may want to remove inactive users frequently on a site with boards where users tend to register once for a limited purpose and then do not return. Removing inactive users is usually considered good housekeeping and helps optimize your database. However, in some cases, such as on an intranet, you may not want to remove inactive users.

To delete inactive users from the database, follow these steps:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the System Settings section (see Figure 5-9).
3. Enter a number in the Days field. WebBoard will delete users who have not been active on a board for that number of days or more. For example, to delete users who haven't been active for a month, enter 30. The default is 90.
4. Click Go. WebBoard pauses while it deletes inactive users. (After deleting inactive users, WebBoard replaces the Days entry you made with the default—90.)

Setting Maximum Number of Topics to Display

You can specify the maximum number of topics to display at one time beneath a conference in the Conferences list. If conference topics exceed your setting, down or up arrows appear in the topic list to let users navigate down to the next batch of topics or back up to the preceding batch of topics within a conference. The default is 20. For best performance, choose a number of 25 or less. If you find that the number of topics displayed at one time beneath a conference is too many or too few, use the Max Topics field to change the maximum allowed.

To set the maximum number of topics to display at one time beneath a conference, do the following:

1. Log in as WebBoard administrator to any board using the frames interface, click More on the WebBoard menubar, and then click Administrator Menu. On the Administrator Menu, click Site Management.
2. On the Site Management form, scroll down to the System Settings section (see Figure 5-9).

3. Enter the number in the Max Topics field and click Go to save your setting.

Order of Topics Systemwide

Topics are usually listed in chronological order from newest to oldest (which is called Reverse topic order). However, users have the option of showing topics in order from oldest to newest. Users choose this option by changing the Reverse topic order setting in their user profiles. By default this setting is on, meaning the default order of topics is newest to oldest. You can change the default order to oldest to newest across the whole system for regular users and for guest users, as described in an article in the WebBoard Knowledge Base at WebBoard Central.

Excluding Internet Search Robots

Robots are programs that traverse pages on the Internet by recursively retrieving linked pages. You may not want these robots—also called spiders—to visit your site. There have been incidents where robots swamped servers with numerous requests or traveled into unsuitable areas of the server. As a result, concerned robot authors and others in the Internet community created a standard method for excluding robots from a site.

The method uses a file on the server that specifies access policy for robots. The file must be accessible via HTTP on the local URL `/robots.txt`. WebBoard now supports that URL. If you want to implement a robot exclusion policy on your WebBoard site, place the *robots.txt* file in the root WebBoard HTML folder. You can find information on how to structure the *robots.txt* file on the Web.

Adding WebBoard Administrators

The primary WebBoard administrator may want to assign other users administrative privileges so they can help manage the WebBoard site. WebBoard allows for multiple administrative accounts. The first WebBoard administrator, created during installation, is the primary WebBoard administrator, and cannot be deleted. Additional WebBoard administrators can be created and removed by any WebBoard administrator.

To add or remove WebBoard administrators, follow these steps:

1. Log in as the WebBoard administrator to a board using the frames interface.
2. Click More from the menubar. The More Options menu appears.
3. Click Administrator. The Administrator menu appears.
4. Click Manage Administrators. The Administrators form opens. Any WebBoard administrators appear in the Administrators list box.

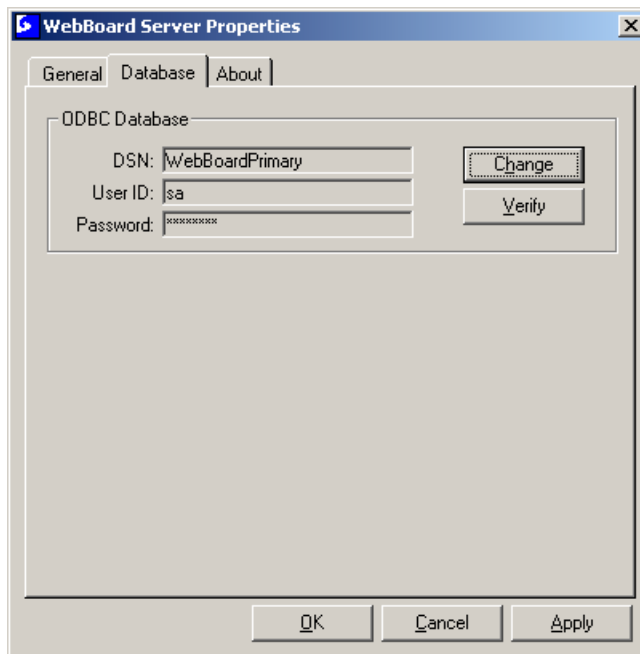
5. To add more administrators, click Show User List. The Select Users form appears in the left frame. Use Select Users to find the users you want to make WebBoard administrators.
6. You can search for users by first or last name or login name; search by first letter of last name; or list all users:
 - To search by first or last name or login name, select First, Last, or Login; enter the text to search for; and click Search. WebBoard will try to match the text you enter with the information in the selected category on the user profiles. You don't have to enter a complete word.
 - To display a list of all users whose last name starts with a given letter, click a letter in the Show by Last Name area.
 - To list all users, leave the textbox empty and select First, Last, or Login to tell WebBoard what to use in alphabetizing the list. For example, click Login to sort the list alphabetically by login name. Click Search.
7. WebBoard lists the names that match the search criteria. WebBoard displays 25 names at a time. Click the Show Next link to see the next batch of names.
8. Select the users to add as WebBoard administrators from the list generated by the search. As you click a name, it appears in the Administrators list. Continue clicking names until you have added all the users. If the list returned by the first search does not include all the users you want to add, search again and add names from the new list.
9. To remove a name from the Administrators list, click the name. You cannot remove the primary administrator account (the one created during installation), nor can you remove yourself.
10. Click Submit to make the users in the Administrator list WebBoard administrators.

Note

The Select Users list is used for several tasks in WebBoard, including assigning board managers, conference moderators, private conference members, and mailing list subscribers. You can leave the list open for easy access during WebBoard administration.

Administering the Database Connection

The Database tab of WebBoard Properties includes two helpful features: Change and Verify (see Figure 5-10). You can use these to administer your WebBoard's ODBC database connection, as described in the following:

Figure 5-10 Database tab of WebBoard Server Properties**Change**

The Change button allows you to select a different DSN, user ID, or password. While it is possible to change this information, we highly recommend against doing so unless you are an experienced DBA and are aware of the consequences. For information on changing from an MSDE database to a SQL Server 7.0 database, see the WebBoard Knowledge Base at WebBoard Central.

Verify

The Verify button checks the connection to the database and reports any errors it may encounter. This is a great way to test WebBoard's ODBC connectivity to the database.

If you are using SQL Server and SQL Server is restarted, WebBoard generates an error (Communications link failure) in the WebBoard error log. When WebBoard encounters this error, it closes the current connection to SQL Server, opens a new one, and then executes the same query again.

If SQL Server stops responding, WebBoard will slowly attempt to recover. The first request to the database generates no error message. Subsequent requests are noted and WebBoard will send an error message page to the browser. The HTML page, *odbcerr.html*, explains that the database is down and instructs the user to try again later. The page also includes a mailto: link for the WebBoard administrator.

You can customize this page as necessary (see Chapter 10, *WebBoard Open Scripting*).

Backing Up Your Site

It's a good idea to perform a full backup periodically. On a daily basis, you may want to back up your boards, conferences, and modifications only. To do so, back up the following (the *Confs*, *Html*, *Images*, and *Upload* folders may not be in the *WebBoard* folder):

- *WebBoard\Confs* (all conference messages are stored here)
- *WebBoard\Html* (any HTML page customization for the frames interface is stored here)
- *WebBoard\Images* (all custom images for the frames interface are stored here)
- *WebBoard\Upload* (file attachments are stored here)
- The MSDE or SQL Server database

For a full backup, back up the WebBoard folder, any WebBoard folders listed above not in the WebBoard folder, the WebBoard MSDE or SQL Server database, the WebBoard Registry key, and the cycled WebBoard log files.

6

Managing Boards

Chapter 5, *Managing Your WebBoard Site*, covered settings and configuration issues that affect your WebBoard site. Now let's start digging into managing individual boards. Subsequent chapters in this section of the book will go progressively deeper into WebBoard's infrastructure and content hierarchy.

A board is the stepping-off place for users participating in the WebBoard community—the container for conferences and chat rooms. As separate content holders, each board can greet the user with a distinct look and feel. Each board can also serve a specific set of users and use different types of authentication. Special features, such as unique hostnames, enabling chat, or allowing messages to be posted to the attention of a user, are enabled on a per-board basis (although not all conferences on the board may use these last two features).

This chapter is written to, and from the perspective of, the WebBoard administrators and board managers. WebBoard administrators are the only users with the authority to create and delete boards. An administrator can also designate one or more manager for each board. The manager has control over the board conferences, the users, and some aspects of the board's appearance. The manager can also download the board's HTTP log and view board-related statistics. Either the administrator or the board manager can designate one or more moderators for specific conferences on that board. The moderators can, in turn, assign other moderators to share responsibility for their conferences. To learn more about this authority hierarchy, see Chapter 8, *Managing Users*, and Figure 8-1.

WebBoard 5 introduces a new interface for participating in WebBoard community: the ASP interface. The ASP interface allows you to seamlessly integrate WebBoard components into your site for increased flexibility and usability. The ASP interface is for end users only; all administrative tasks must still be completed using the standard frames interface. In addition, you can reach any board via either interface, simply by providing an alternate URL.

This chapter covers what you'll need to know to create and manage boards on your site. Some features for creating ASP boards are not covered in this chapter; see the online ASP documentation in the WebBoard folder on the Start menu.

Understanding Boards

WebBoard lets you set up multiple separate and unique boards, all powered by a single copy of WebBoard and using one IP address. Each board has its own unique *name*. That name can be a Fully Qualified Domain Name (FQDN)—a host-name—or an alias recognized by WebBoard. For boards using the ASP interface, you determine the name when you configure the ASP components with your web server.

Each board is separate and distinct from all others on your WebBoard site. Each board in the frames interface has its own WebBoard menubar and set of conferences, topics, and messages. The appearance of the board's pages is based on the board's scheme. The user data for each board is specific and distinct to that board, segregated in WebBoard's user database. WebBoard technology supports up to 255 boards with one WebBoard copy; depending on the license for your installation, you may be limited to fewer boards.

You can use boards for different product lines or different departments, or to provide individual boards to your clients, no matter where they are geographically. For example, to generate revenue, you can sell separate boards to different companies or organizations. Each company can use its own board to provide conferences specific to its site locations, products, employees, and customers. A university department can provide a board to each class where homework, readings, student questions, course requirements, messages from the professor, and so on may be the subject of individual conferences. Links can take students to a department board or the registration office board.

This section provides an overview of how boards are named and what types are available.

Identifying Boards

Boards using WebBoard's frames interface can be identified by unique hostnames as well as simple aliases. The hostname must be a Fully Qualified Domain Name, registered in DNS to work properly. WebBoard's support for identifying boards

with hostnames is called Host Master. Every board also has an alias, which works regardless of the hostname, in conjunction with the WebBoard server name.

Note

Host Master is designed to work with WebBoard's internal web server. You can use Host Master in a mixed environment (internal and external web servers) but some features are affected by the use of an external web server. You must edit email templates as described in "Editing Email Templates" in Chapter 5. The List Boards page also may show incorrect URLs, which you can avoid as discussed in "Adapting the List Boards Page."

Host Master naming

Host Master lets you brand your boards with unique and appealing URLs. For example, you can give the board for each company in your overall organization its own hostname, resulting in WebBoard URLs such as

http://Company1.HugeBiz.com/ and *http://Company2.HugeBiz.com/*. You can also design multiple boards for each domain. For example, under an educational domain such as *HighTechU.edu*, you could set up discussion forums for the individual departments with URLs such as *http://Chemistry.HighTechU.edu/* or *http://Graphics.HighTechU.edu/*. Multiple domains can also point to one board, so you might have *http://Graphics.HighTechU.edu/* and *http://Design.HighTechU.edu/* point to the same board.

Board-specific hostnames affect not only the URLs; Host Master also changes email addresses to reflect the hostname for each board. WebBoard email normally uses the hostname for the WebBoard server. With Host Master, the recipient can more easily identify the source of the mail, instead of being confused by an unfamiliar server name. For example, mail comes from *BoardName.com* instead of *ISP_Name.com*. Email using the board's hostname includes welcome messages, email notifications, and mailing lists.

Note

Using Host Master naming requires some additional planning and preparation. Refer to Appendix A, *Preparing for Host Master* for help in getting ready to use Host Master support.

Some Important Terms and Concepts for Identifying Boards

A basic understanding of the elements used for identifying boards and building URLs and email addresses will help you get the most out of Host Master support, which provides a great deal of flexibility in creating board identities. The following sections define some important terms and concepts. For examples that apply the concepts, see Appendix A, *Preparing for Host Master*.

Domain names and hostnames

A domain name helps identify and locate computers on the Internet as part of a hierarchical addressing structure. For example, *webboard.com*, *irs.gov*, and *HighTechU.edu* are domain names. These easy-to-remember names are translated by the Domain Name System (DNS) into the Internet Protocol (IP) numbers recognized by computers (see “Domain Name System (DNS)” later in this section).

A domain name may specify one computer but more often identifies a group of computers. The individual computers in the group are distinguished from each other by their hostnames, which are combined with the domain name. For example, in *forums.webboard.com*, *forums* is the hostname and *webboard.com* is the domain in which the hosts exist. The combined domain and hostname is often referred to as a Fully Qualified Host Name, Fully Qualified Domain Name (see next), or simply a hostname. In this documentation, *hostname* is used to refer to the names assigned to WebBoard boards.

Note

Domain names must be registered with a domain name registrar, such as Network Solutions, for use on the Internet. They must also be added to a DNS server to be visible on the Internet. See Appendix A, *Preparing for Host Master* for instructions.

Fully Qualified Domain Name (FQDN)

A Fully Qualified Domain Name (FQDN) identifies a specific computer on the Internet. It can be either a domain name or a Fully Qualified Host Name (see “Domain names and hostnames” above), but it must point to a specific computer. In WebBoard, you provide the FQDN for the computer running WebBoard when you install the product. Users put the FQDN in a URL to reach the WebBoard site. With Host Master, FQDNs are used for the board server name, as explained next.

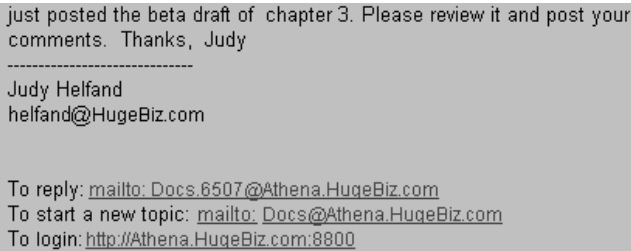
Board server name

A Host Master name—the *board server name*—allows each board can have its own server name. Like the site server name, all board server names identify the computer running WebBoard. In other words, WebBoard using Host Master can have multiple identities. For example, you could use the following FQDNs as board server names: *Product1.com*, *Sales.Product2.com*, or even *Product3.MySite.com*. All three would identify the computer running WebBoard.

WebBoard uses the board server name to construct the URLs and email addresses on a board’s outgoing email. Figure 6-1 shows an example of a URL and an email address on an email sent to a mailing list subscriber. The board server name is also used to construct URLs in the List Boards page, available from the More Options menu. In most cases, you must also use the board

server name as one of the board addresses, as explained in the next two sections.

Figure 6-1 URL and email address built from the board server name



just posted the beta draft of chapter 3. Please review it and post your comments. Thanks, Judy

Judy Helfand
helfand@HugeBiz.com

To reply: <mailto:Docs.6507@Athena.HugeBiz.com>
To start a new topic: <mailto:Docs@Athena.HugeBiz.com>
To login: <http://Athena.HugeBiz.com:8800>

Every board must have a board server name, but the board server name need not be unique. In other words, several boards can share the same board server name, in which case boards are distinguished by their board alias (described next).

If you choose, you can use the WebBoard site server name as the board server name for any board.

Board alias

The board alias is a short, unique name that identifies the board. If you want to, you can use the board alias in combination with the board server name to construct the board's URL. For example, the marketing department board may be given the alias *market*. Combined with the board server name (*Product3.com*), the URL for the board becomes *http://Product3.com/~market*. The alias allows you to have several boards with the same board server name. In addition to marketing, you may assign the development, support, QA, and documentation groups their own boards, all using *Product3.com* as the board server name.

Even if you don't plan to use the board alias in the URL, you must assign a unique alias to each board. Although they may not be the public URLs, you will always be able to reach a board with a URL that combines the site server name or the board server name and the board alias. If you want to use an alias form for the board's public URL, you will not assign that board a board address, discussed in the next section.

Board addresses

A board address is a FQDN (a hostname) that a user can put into a URL to reach the board. (On an intranet, the address can be the computer's network name and need not be fully qualified.) You can specify multiple board address for a board, which means you can have different URLs point to the same board. However, a board address must be unique across the entire WebBoard site. Examples of board addresses are *MyCompany.com*,

QA.Product2.MySite.com, *Marketing.Product2.MySite.com*, and *Engineering.HighTechU.edu*.

To use a hostname as a board address, the domain name part must be registered (see “Domain names and hostnames” earlier in this section) and the DNS server must be updated to recognize the hostname (see “Domain Name System (DNS),” next).

WebBoard does not use the board addresses you specify for a board to construct the URL that appears on outgoing email; the board server name is used for that purpose (see Figure 6-1). This means in order for the URL that appears in emails to work, you must assign the FQDN you specified as the board server name as a board address. For example, you may have assigned *Support.HugeBiz.com* as the board server name. For the board address you can assign both *Help.HugeBiz.com* and *Support.HugeBiz.com*, which means that *http://Help.HugeBiz.com/* and *http://Support.HugeBiz.com/* point a browser to the board. The “official” URL, which appears on email as the board’s URL, is the one with “Support,” because you chose *Support.HugeBiz.com* as the board server name.

If you want to use the board alias in the board’s URL, do not assign a board address. This tells WebBoard you want the board’s URL to combine the board server name and board alias, for example, *http://HugeBiz.com/~Support*.

Domain Name System (DNS)

The DNS (Domain Name System) is a distributed database of information that is used to translate easy-to-read names, such as FQDNs and hostnames, into the IP addresses that computers use to find each other on the Internet. A DNS server (also called a nameserver) maintains its portion of the distributed database and contains the software needed to translate a FQDN into an IP address.

Host Master depends on DNS servers to resolve the hostnames you assign as board addresses to IP addresses and IP addresses to the hostnames. For example, the DNS server receives a request URL containing a hostname you assigned as a board address, looks up the corresponding IP address for the hostname, and sends the request to the computer identified by that IP address. If the DNS server doesn’t find the hostname, the request fails, because the server doesn’t know where to send it.

Every computer on the Internet has access to a DNS server and those on your local intranet probably have access to one, too. Your ISP or network administrator usually handles updating your DNS server, which must be updated to include any hostnames you assign as board addresses. For example, let’s say you specify *Product1.LittleBiz.com* as an address for one of your boards. Your DNS server will need to be updated to recognize the hostname, *Product1.LittleBiz.com*. In addition, the domain name part of the board address must be registered for use on the Internet. So if *LittleBiz.com* is not registered,

you will have to register it. When you register a domain name for use on the Internet, it is added to the domain name system, for use by DNS servers across the Internet.

Note

A full discussion of DNS is beyond the scope of this book. Perhaps the best source of information on DNS is found in two books published by O'Reilly & Associates: *DNS and BIND*, by Paul Albitz and Cricket Liu, and *DNS on Windows NT*, by Paul Albitz, Matt Larson, and Cricket Liu. They are available for purchase at your local bookstore or online at <http://www.oreilly.com/>.

Alias naming

You may sometimes find that setting up unique hostnames is not necessary or appropriate. In those cases, using an alias in conjunction with the WebBoard server name is the answer. In fact, you can always reach a board using its alias (which is required when adding a board) even if the board also has a hostname. This naming convention works for all boards whether they present a frames or ASP interface to the end user. Using the alias name is necessary for administering any board, since all boards must be administered through the frames interface.

To reach a specific board by including the board alias in any WebBoard URL. For example:

```
http://www.yourcompany.yourdomain/~techsupport
```

takes you to the board named *techsupport*. Note that the alias is preceded by a tilde (~) in the URL. The tilde is not part of the name you assign.

You can use the WebBoard tag <WB-BOARDNAME> in any WebBoard HTML file for frames to display the current board name (HTML files are located in *\WebBoard\Htm*). WebBoard tags are a means of providing variable information by replacing the tag with the contents of that field in WebBoard's database. For example, in the web page your users see, WebBoard replaces the <WB-BOARDNAME> tag with the name of the board the user is in. The tag <WB-BOARDALIAS> displays the board's alias. See Chapter 11, *Customizing WebBoard Pages* for a list of all WebBoard tags and instructions on using them.

Types of Boards

Board types are defined by authentication and security. You can choose between three different types of authentication for each board and three types of security for authenticated boards. *Authentication* determines how or whether a user identifies himself to WebBoard before entering the conference area. *Security* determines whether a user, once identified, can enter a board. Another aspect of security is privacy, which can be set to allow user's real or login names to be shown on the

board. The authentication and security types described here are built into WebBoard. Using WebBoard's object model-based scripting feature, you can implement your own authentication method; for example, to take advantage of existing user databases. Authentication scripts are discussed in Chapter 10, *WebBoard Open Scripting*.

Authentication

WebBoard provides three different kinds of authentication: cookie, basic, and no (none) authentication. The type of authentication you choose applies to a single, entire board. You can choose a different type of authentication for another board on the same WebBoard server. These options give you considerable flexibility in setting up your boards:

Cookie authentication

Boards using cookie authentication present users with a friendly login form to start their WebBoard session. In addition, users have the option to log in to WebBoard without entering their login name or password again for six months, provided they check the Remember my password option. All web servers and most web browsers support cookie authentication. It is easier to use, and has a pleasant, intuitive user interface. Note that a user's browser must be configured to accept cookies to use WebBoard anyway, so cookie authentication is preferred. With cookie authentication, a user can also easily log in again as a different user.

Basic authentication

Basic authentication is supported by most web browsers and provides the most secure type of login because it does not allow a user to save his password in a cookie. WebBoard's basic authentication uses the standard web challenge-response method for authenticating users. When a user requests a WebBoard URL, the server responds with a username and password dialog box, but it doesn't give the user any clues as to what to do when the dialog appears.

Users who already know their WebBoard login name and password simply enter their login name and password, click Enter, and are logged in to the board. But new users may wonder what they should enter in this dialog. They do not know that anything they enter is okay; the server responds with a page asking if they are new users or mistyped their information. Links on this page take the user to the page that creates a new profile or back to the login dialog to try again. Some novice users may click Cancel instead of entering a username and password. In this case, WebBoard returns the failed authentication page, which provides instructions to new users. There are no guest logins with basic authentication. If you choose to use basic authentication, we highly recommend that you test it thoroughly so you can see what your users may encounter.

Note

If you are using IIS as an external server and choose basic authentication for a frames board, all users must be in the Windows user database on the system running IIS in order to be authenticated.

No authentication

Using no authentication lets users into a board without any login name or password. In essence, this is a transient board with no user database and no way to track user identities or activity. When users post to a *no-auth* board, they are prompted for their name and an email address. As you might suspect, these visitors are called unauthenticated users and are described in more detail in Chapter 8. No-auth boards provide a nonthreatening, seamless transition between a standard web site and your board. They can also introduce the uninitiated to the benefits of conferences and the sense of involvement and community. No-auth boards do not support some WebBoard features that depend on knowing the users' identity, for example, user searches, user profiles, and paging.

Note

The new ASP interface provides a better alternative to no-auth frames-based boards. Using the WebBoard ASP components on your site, you can provide access to all or part of a board or conference without authentication.

You determine the type of authentication on a board-by-board basis when you create a board. You can also change a basic authentication board to a cookie authentication board and vice versa. However, once set, no-auth boards can't be changed to authenticated boards, nor can authenticated boards be changed to no-auth boards. Appropriate options are removed from the Edit Board form to enforce this setting once a board is created.

Security and Privacy

For authenticated boards (either basic or cookie), you have three more options that affect security and privacy at the board level.

First, you can choose to have your board open or closed:

Open or public boards

These boards are available to anyone who creates an account and logs in, or who visits as a guest.

Closed or private boards

These boards are accessible only to users you or the board manager add to the list of approved users for that board. Users can't self-register on a closed board. See Chapter 8 for more details on adding users.

For even greater security, you can combine private conferences within closed boards to keep sensitive subjects very confidential. You can further specify that all messages in those boards be verified by you, the board manager, or the conference moderator before being posted. See Chapter 7, *Managing Conferences*, for more details on creating private conferences.

A second option concerns the privacy of user identities. On closed boards you can, of course, take pains to confirm a user's actual identity before you enable him or her to visit the board. On any type of authenticated board, open or closed, you can choose to identify users by their real names or their login names:

Use login names

You can protect user identity to some degree by showing users' login names rather than their *real* names (which may or may not be their actual name) when posting messages. Their login name appears in messages they post and in chat sessions. However, login names are 50 percent of the login sequence, so using login names may aid privacy but not necessarily security.

Use real names

On the other hand, users are more likely to control their actions and observe any board guidelines you may have if they must use their real name (which may or may not be their actual name) when posting messages or participating in chat sessions.

To add yet another level of security to your boards, you can use the third security option—email address verification:

Email address verification

Requiring email address verification for new users ensures that users registering on a board have a valid email address. This prevents a user from registering with a bogus address or an address belonging to someone else. When a new user registers on a board requiring email address verification, WebBoard generates a random password and emails it to the address the user provided.

The user has at least 24 hours to log in using the random password. After logging in, the user can change the password but not the email address. If the user does not log in within the allowed time, WebBoard purges the new account from the database during the daily 4:00 A.M. database maintenance cycle. If the user has a change to his email address, he must ask a WebBoard administrator or board manager to make the change by editing the user's profile, as described in Chapter 8.

Adding a New Board

You already have at least one board on your WebBoard server. The first board on a new installation is named *admin*, though you can rename it later if you want. For upgraders, this board may already have been renamed. During installation, Setup creates the *admin* board with default settings for a frames board. As you add boards to your site, be sure to keep track of the name of the board and its purpose (or client's name) for easy administration.

Note

For boards using Host Master names, you must have registered the names with a domain naming authority and added them to DNS. See Appendix A, *Preparing for Host Master* for details.

Step 1: Open the Add Board Form

To start adding a board, follow these steps:

1. Log in to WebBoard as WebBoard administrator. You can use the URL *http://your.server.com/~admin*, where *your.server.com* is the domain name of your WebBoard or any other URL for a board on your site.
2. From the WebBoard menubar, select More. The More Options menu opens.
3. Click Administrator. The WebBoard Administrator Menu opens.
4. From the Management section of the menu, click Add Board. The Add Board form opens with the General section of the form showing.
5. Complete the rest of this form as described in the next few sections.

Step 2: Define Host Master Settings

Figure 6-2 shows the Host Master section of the Add Board form.

To define the Host Master settings, follow these steps:

1. In the Board Server Name field, enter a Fully Qualified Domain Name (FQDN) for the board. This field is required. The name you enter here is used in constructing the URLs and email addresses shown on email messages sent from the board. For example, it is used in the return URL shown in the welcome message or at the bottom of mailing list messages and may appear in the From: field of mailing list messages. It is also used to construct links on the List Boards page. Consider the following:
 - Include only the FQDN, not the protocol or port number. For example, if you enter Support.HugeBiz.com, WebBoard constructs the URL that appears

Figure 6-2 Host Master settings, Add Board form

Host Master Settings
Help

Board Server Name: Enter a Fully Qualified Domain Name (FQDN). The Board Server Name is used in constructing the URL and email address shown on email messages sent from the board and the links on the List Boards page (boardlist.html). To use the Board Server Name in a URL to reach this board without also using a Board Alias, you must enter the Board Server Name in the Board Addresses field below. The Board Server Name must be unique across all boards if it is also used as a Board Address. For example, enter *my.board.com*.

You are limited to 255 characters.

Required field

Board Alias: Enter a unique alias for this board. The Board Alias can be used in a URL with the Board Server Name to reach this board. For example, enter *cooking*. The URL would appear as *http://my.board.com/~cooking*.

You are limited to 50 characters. HTML and WebBoard tags are not allowed.

board4

Required field

Board Addresses: Enter one or more unique hostnames (FQDNs), separated by commas, that can be used to reach this board. You should include the Board Server Name. For example, enter *my.board.com, alternate.board.com*. If this field is left blank, the Board Alias must be used with the Board Server Name to reach this board.

You are limited to 255 characters.

at the bottom of an email message as *http://Support.HugeBiz.com/* or, if you are using port 8080, *http://Support.HugeBiz.com:8080/*. The email address would be <...>@HugeBiz.com.

- The board server name need not be unique among all the boards on your WebBoard site so long as two conditions are met: you plan to use the board alias as part of the URL, and the board server name is not used as a board address by some other board. For example, a group of boards could all use the *HugeBiz.com* domain name, with individual boards being identified by the alias. For example, consider: *http://HugeBiz.com/~support*, *http://HugeBiz.com/~partners/*.
- If you plan to use the board server name as a board address (in a URL without the board alias), you will have to enter the name in the Board Addresses field in addition to here.
- If you plan to make the board available over the Internet, the domain name must be properly registered.

- If you do not know what to put here, use the WebBoard site server name.
2. In the Alias field, replace the default board number placeholder with the alias you want for this board. You can use the alias, combined with the board server name or the site server name, in the URL used to locate this board on the Internet (or your intranet). Consider the following:
- The alias must be unique among all boards on your WebBoard site.
 - To signal WebBoard to use the alias along with the board server name in constructing the URL in outgoing email, leave the Board Addresses field blank (Step 3).
 - Do not precede the alias with a tilde (~) in this field. The tilde is used only in the URL.
 - Do not use HTML tags, WebBoard tags, spaces, or the following characters:
 \ / “ . = * : ? < > | .
 - Keep this alias memorable, relatively short (up to 50 characters are allowed, but usually that’s a bit much), and closely related to the board’s name (in the Name field that follows), so that users can easily associate the two.

For example, *HBSupport* might be a good alias for a board named HugeBiz Support.

3. In the Board Addresses field, enter the board addresses (hostnames) that can be used to reach the board. For example, if you enter Support.HugeBiz.Com in the address field, users can reach the board with *http://Support.HugeBiz.Com/*. This field is optional. Consider the following:
- You can leave this field blank. If you do not enter a board address, users will have to access the board using a URL composed of the board server name and the board alias (for example, *http://HugeBiz.com/~Support/*). To use the board alias in the URL, do not enter anything in the addresses field.
 - If you enter any board addresses, make sure to enter the name you entered in the Board Server Name field. Otherwise, the URL that WebBoard constructs using the information in that field will not work.
 - Addresses must be unique to the board. In other words, each board address can point to one board only.
 - You can enter multiple board addresses. Separate addresses with a comma, like so: *Support.HugeBiz.com, Help.HugeBiz.com, Service.HugeBiz.com*. Users will be able to reach the board using any of the listed addresses.
 - Do not use as a board address any FQDN that is assigned as the board server name to a different board.
 - The DNS server must be updated to recognize the new hostnames.

4. When you've completed the Host Master section, scroll down to the General section of the Add Board page.

Step 3: Define the General Settings

Figure 6-3 shows part of the General section of the Add Board form.

Figure 6-3 General settings (partial), Add Board form

General [Help](#)

Name: Enter a name for this board, for example, "Cooking Board". The name is displayed on the welcome page (*intro.html*), in the email welcome message (*welcome.txt*), and by the `<wb-boardname>` tag.

You are limited to 50 characters. HTML and WebBoard tags are not allowed.

Required field

Email Address: Enter the name and/or email address of the Manager(s) for this board. This information is displayed on the welcome page (*intro.html*), in the email welcome message (*welcome.txt*), and by the `<wb-boardmanager>` tag.

For example, "Cooking Manager, manager@yourdomain.com".

You are limited to 100 characters. HTML and WebBoard tags are not allowed.

Logoff URL: Enter a URL for the LOGOFF button on the menubar. This URL is used to allow the user to log off the board and return to the web site which pointed him/her there. It can also be used by the `<wb-boardlogoff>` tag.

For example, "http://webboard.chatspace.com/".

You are limited to 100 characters. HTML and WebBoard tags are not allowed.

Required field

Specify whether or not this board should use the Attention Messaging feature.

☒ **Attention Messaging**

To define these settings, follow these steps:

1. In the Name field, type the descriptive name you want to assign to this board. Distinct from the board's alias, this name is the one that is on the default welcome page (*intro.html*) users see when logging in, in the email welcome message (*welcome.txt*), and is displayed anywhere you can use WebBoard's `<WB-BOARDNAME>` tag. Consider the following:
 - Do not use HTML or WebBoard tags in this field.

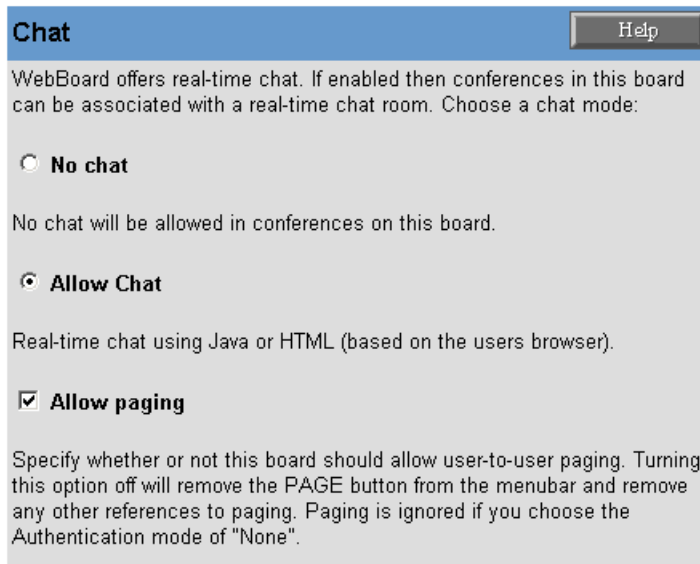
- Here you can be a little more expressive; up to 50 characters and spaces are allowed. Keep this name closely related to the board's alias you just entered in the Alias field so that users can easily associate the two.
2. In the Email Address field, type your name and email address or that of the manager of this board. The default welcome page (*intro.html*) and email welcome message (*welcome.txt*) display this information, and it appears anywhere you use WebBoard's <WB-BOARDMANAGER> tag. If you leave this field empty, the tag returns an empty string, which may look peculiar on HTML pages that use the tag. Note the following:
 - Do not use HTML, WebBoard tags, or the < > characters (which denote the beginning and end of WebBoard tags).
 - Remember to type the email address in the proper form (*your-name@host.domain*) so that your users will know how to reach you by email if they need to.
 - You can enter up to 100 characters and spaces in this field.
 3. In the Logoff URL field, type or paste the URL to which you want users sent when they select a logoff type (secure or non-secure) after clicking the Logoff button in WebBoard's menubar. This field is required. The logoff feature ends a user session on your board and allows you to influence where the user goes next. WebBoard's <WB-BOARDLOGOFF> tag uses this information. Some pointers apply:
 - You must have a URL in this field. Leave the default *http://webboard.chatspace.com/* or replace it with your own. Leaving the default entry sends users to WebBoard Central's home page.
 - Leaving this field empty causes WebBoard to generate an error message and not complete the board creation.
 4. Check Attention Messaging to enable Attention messages on this board. With Attention messaging, a user can create an address book with other users' names and then post messages to other users' attention, as well as to all other users in a conference. Note the following:
 - By default, Attention Messaging is checked for a new board. If the feature is inappropriate to your board—for example, a very large public board with occasional users—or you simply don't want to let users post messages to a specific user's attention, uncheck it.
 - Attention messaging is probably most useful in a workgroup setting or other environment with a stable group of users who know each other.
 - You can change Attn: on the message posting form and message to another word by editing the *language.ini* file, as described in Chapter 11.

5. When you've completed the General section, scroll down to the Chat section of the Add Board form.

Step 4: Enable Chat and Paging for This Board

Figure 6-4 shows the Chat section of the Add Board form.

Figure 6-4 Chat settings, Add Board form



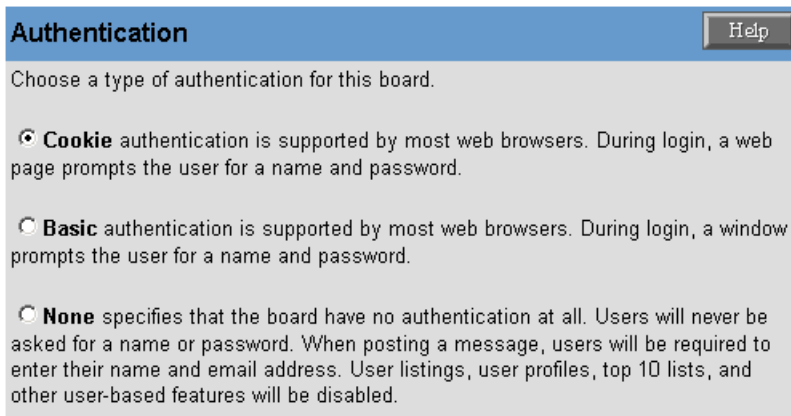
The screenshot shows the 'Chat' settings section of the 'Add Board' form. It has a blue header with the word 'Chat' and a 'Help' button. The text below the header states: 'WebBoard offers real-time chat. If enabled then conferences in this board can be associated with a real-time chat room. Choose a chat mode:'. There are three radio button options: 'No chat', 'Allow Chat' (which is selected), and 'Allow paging' (which has a checkbox). Below 'No chat' is the text: 'No chat will be allowed in conferences on this board.' Below 'Allow Chat' is the text: 'Real-time chat using Java or HTML (based on the users browser)'. Below 'Allow paging' is the text: 'Specify whether or not this board should allow user-to-user paging. Turning this option off will remove the PAGE button from the menubar and remove any other references to paging. Paging is ignored if you choose the Authentication mode of "None".'

To select the chat and paging options, follow these steps:

1. Choose No chat to disable chat for this board.
2. Choose Allow Chat to enable chat for this board (this is the default setting). When you create conferences, you can specify whether or not to have a chat room for the conference.
3. Check Allow paging to enable paging (the default). When paging is allowed, a Page button appears in the menu bar of the board. Paging does not work on boards with no authentication.
4. When you're ready, scroll down to the Authentication section of the Add Board form.

Step 5: Choose This Board's Type of Authentication

For more information on authentication settings, see the section "Authentication" earlier in this chapter. Figure 6-5 shows the Authentication settings section of the Add Board form.

Figure 6-5 Authentication settings, Add Board form

The screenshot shows a web form titled "Authentication" with a "Help" button in the top right corner. Below the title bar, there is a text prompt: "Choose a type of authentication for this board." There are three radio button options, each followed by a descriptive paragraph:

- ☒ **Cookie** authentication is supported by most web browsers. During login, a web page prompts the user for a name and password.
- ☐ **Basic** authentication is supported by most web browsers. During login, a window prompts the user for a name and password.
- ☐ **None** specifies that the board have no authentication at all. Users will never be asked for a name or password. When posting a message, users will be required to enter their name and email address. User listings, user profiles, top 10 lists, and other user-based features will be disabled.

Note

The choice of authentication type can have significant implications. It determines your options in the following Security section of the form. You can't change no-auth boards to authenticated boards or vice versa. You can switch between cookie and basic authentication with no effect on user data.

To determine your new board's type of authentication, follow these steps:

1. Maintain the default cookie authentication or click the radio button beside your choice. Note the following:
 - Using basic authentication with the IIS external server requires that all WebBoard users be in the Windows user database for the computer running IIS. Also, only those users who have a Windows user account will be able to create a new account with WebBoard.
 - WebBoard's basic authentication does not allow users to log in as guests.
 - If you choose no authentication, in order to administer the board, you will first log in to another board as administrator. Then you can use the More Options menu List Board feature to move to this board with administrator privileges.
2. Once you've made your choice, scroll down to the Security section of the Add Board form.

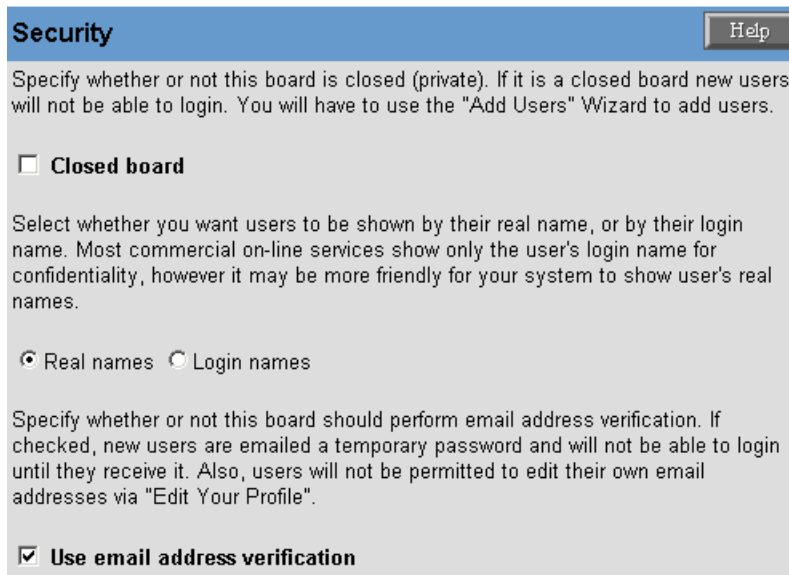
Note

On an anonymous board, users have no user profile, so they cannot select no-frames mode if their browsers do not support frames. If this is a concern, you can set WebBoard to use no-frames mode for all users on anonymous boards. This change also affects guest users on any board (guests have no user profile). To set WebBoard so all users on anonymous boards and guest users on any board view the board in no-frames mode, edit the Registry key: HKEY_LOCAL_MACHINE\SOFTWARE\O'Reilly\WebBoard\3.0\Guest\Layout. The default value is 1, which enables frames. Change this to 0 to turn frames off. However, a better solution is to use WebBoard's ASP interface for boards that do not need authentication.

Step 6: Specify the Board's Security Settings

Figure 6-6 shows the Security portion of the Add Board form.

Figure 6-6 Security settings, Add Board form



The screenshot shows a window titled "Security" with a "Help" button in the top right corner. The main text reads: "Specify whether or not this board is closed (private). If it is a closed board new users will not be able to login. You will have to use the 'Add Users' Wizard to add users." Below this is a checkbox labeled "Closed board" which is currently unchecked. Underneath is another instruction: "Select whether you want users to be shown by their real name, or by their login name. Most commercial on-line services show only the user's login name for confidentiality, however it may be more friendly for your system to show user's real names." There are two radio buttons: "Real names" (selected) and "Login names". Below that is another instruction: "Specify whether or not this board should perform email address verification. If checked, new users are emailed a temporary password and will not be able to login until they receive it. Also, users will not be permitted to edit their own email addresses via 'Edit Your Profile'." At the bottom is a checkbox labeled "Use email address verification" which is checked.

Note

If you plan to require no user authentication for this board, this section does not apply. Skip to "Step 8: Save Settings and Add the Board." Once a no-auth board is created, WebBoard removes this section from the Edit Board form because user identity—unknown on no-auth boards—is required for these security options.

To specify your security options, follow these steps:

1. Check the Closed board checkbox if you want this to be a private (closed) board; this setting restricts the board to specific users that you assign to the

board. You can create accounts for new users or add users who already have an account on another board, as described in Chapter 8. You can also leave the board open until the users self-register, and then use the Edit Board form to close the board (see “Editing a Board” later in this chapter).

2. Choose whether you want users shown by their real name or by their login name in messages and chat sessions. The default is real names. Most commercial online services show only the user’s login name for confidentiality; however, it may be more friendly for your board to show users’ real names.
3. To enable email address verification, check the “Use email address verification” box (the default). When this box is checked, WebBoard generates a random password and mails it to the email address the user provided. The user has approximately 24 hours to log in using the password provided. You can determine how the password is generated, as described later in “Controlling Password Generation.”

Note

When email address verification is enabled, users cannot change their email addresses without the assistance of a WebBoard administrator or board manager.

4. When you’ve completed these settings, scroll down to the Email Notification section of the Add Board form.

Step 7: Specify Your Board’s Email Notifications

For boards requiring authentication, WebBoard can notify users when there has been activity in the topics and conferences they are watching. The email message indicates that there are new messages in that topic or conference; it doesn’t forward the content of the message (that’s a function of WebBoard’s mailing list feature). The Email Notifications section of this form determines much of the information in the email message WebBoard sends to subscribers of this service.

Note

If this is a no-auth board, skip this section. Email notification does not apply to no-auth boards.

As you see in Figure 6-7, two variables, <CONFNAME> and <BOARDNAME>, are used in the From and Subject fields. In the email notification message, these variables become the WebBoard tags <WB-CONFNAME> and <WB-BOARDNAME>. You can type additional text before, after, or instead of the tags. However, you shouldn’t remove these variables, since doing so could render your email notifications quite uninformative. The message itself is stored in *notify.txt* and also includes the <WB-URL> tag to provide the location of the board with the new message.

Figure 6-7 Email Notifications settings, Add Board form

Email Notifications Help

From: Specify how the sender of the emails should appear. Valid WebBoard tags that can be used are <confname> to display the name of the conference, and <boardname> to display the name of the board.

Subject: Specify how the subject of the emails should appear. Valid WebBoard tags that can be used are <confname> to display the name of the conference, and <boardname> to display the name of the board.

The variable and text in the From field appear on the From: line of the email message addressed to each subscriber. Likewise, the variable and text in the Subject field appear on the Subject: line of the email message addressed to each subscriber. Here's a sample notification message with some explanatory text enclosed in square brackets [] and italicized:

```
Subject:  New message in 'Suggestions'
         [Suggestions, the conference name, is the result of the <WB-
         CONFNAME> tag throughout this message.]
Date:    Tue, 24 Mar 2000 08:19:27 -0800 (PST)
From:    "Suggestions at New Products"@yourcompany.com
         [Suggestions, the conference name, is the result of the <WB-
         CONFNAME> tag.  New Products, the board name, is the result of the
         <WB-BOARDNAME> tag.  The @yourcompany.com is extracted from the
         Server Name entry on the Site Management form.]
To:      (Recipients of 'Suggestions' suppressed)
One or more new messages have been posted to "Suggestions".
To return to the board, NewProducts, go to:
http://yourcompany.com:8080/~NewProducts
         [The URL is the result of the <WB-URL> tag and is extracted from the
         Server Name entry on the Site Management form.]
```

To change email notification settings, follow these steps:

1. Accept the default entries (highly recommended until you're an experienced WebBoard administrator and user), or change the entries by typing in new text.
2. When you've completed any modifications, scroll to the bottom of the form.

Step 8: Save Settings and Add the Board

After you have completed the Add Board form, making any desired changes to default settings and entering any required information, you are ready to add the board to your WebBoard site.

To save the setting and add the new board, follow these steps:

1. Click Create at the bottom of the form to add this board. WebBoard returns a summary of the settings you made for this board.
2. Verify the settings on this page. If you need to change any of the settings, edit the board as described later in “Editing a Board.”
3. To select board managers, follow the instructions in “Selecting the Board’s Managers” later in this chapter.

Step 9: Go to the New Board

Once your new board is ready for use, you can go there and begin setting up conferences, as described in Chapter 7. To reach the new board, use the URL path shown at the bottom of the Board Added page any of the addresses you entered in the Board Addresses field under Host Master Settings. If you entered more than one board address, you may want to test them by typing them into a URL.

Seeing All Boards

WebBoard provides a convenient tool to list all the boards on your site and give you a shortcut to each of them—the List Boards page. The List Boards page (*boardlist.html*) contains links to other boards on the site. A WebBoard administrator sees all boards in the list; other users see only the boards they have visited. If you have use Host Master names on your site, you may need to modify this page, so the URLs work properly. This section discusses these issues.

Using the List Boards Page

To see all the boards on your site on one page, do the following:

1. Click the More button from the menubar. The More Options menu appears.
2. From the More Options menu, click List Boards. The Board List page opens, listing each of your boards, and some additional information:
 - If you’re a WebBoard administrator, a key appears to the right of every board indicating your administrative privileges.
 - If you’re a manager, a key appears to the right of each board for which you are a designated manager.
3. To go to another board, click its name.

You will find this tool a great time saver for administering multiple boards on your system, as it allows you to quickly move from board to board without having to log in, while retaining your administrator privileges.

Adapting the List Boards Page

If you have some boards on the site where users enter through WebBoard's internal server and others where you want them to use the external server, Host Master has no way of keeping track of that information. As a result, the links WebBoard constructs on the List Boards page may not contain the URLs you want and—in some cases—may not work properly.

You have a few alternatives in dealing with the List Boards page:

- Manually edit and maintain the List Boards page to include the correct board URLs. As it currently works, the List Board page lists only those boards a user has visited and changing it to display a fixed list removes that functionality. You will also have to decide whether or not to list closed boards.
- Delete the List Boards page from the More Options menu on boards where users may enter via an external web server. We recommend leaving the List Boards page untouched on the *admin* board.
- You could leave the flawed List Boards page as is. This would probably work only in an environment where users are technically savvy enough to understand the problem and know what to do if a link doesn't work.

Selecting the Board's Managers

Each board should have a board manager, even if it's only you. However, to distribute responsibility, you can select one or more managers for each board. Managers have authority within their designated board to manage the board, its conferences, and users. They can't change sitewide settings, create a board, or edit a board. You cannot designate a manager who has not yet been added as a user. Manager privileges and how to add users are discussed in Chapter 8.

To designate one or more managers, follow these steps:

1. Log in as WebBoard administrator to the appropriate board. Make sure you log in using the frames interface.
2. Click More from the menubar. The More Options menu appears.
3. Click Administrator. The Administrator menu appears.
4. Click Select Managers. The Managers for the *boardname* page appears. The Managers list box shows the current board managers. On a new board, this is empty.
5. To add board managers, click Show User List. The Select Users form appears in the left frame. Use Select Users to find the users you want to add as board managers.

6. Search for users by first or last name or login name; search by first letter of last name; or list all users, as follows:
 - To search by first or last name or login name, select First, Last, or Login, enter the text to search for, and click Search. WebBoard will try to match the text you enter with the information in the selected category on the user profiles. You don't have to enter a complete word.
 - To display a list of all users whose last name starts with a given letter, click a letter in the Show by Last Name area.
 - To list all users, leave the textbox empty and select First, Last, or Login to tell WebBoard what to use in alphabetizing the list. For example, click Login to sort the list alphabetically by login name. Click Search.
7. WebBoard lists the names that match the search criteria. WebBoard displays 25 names at a time. Click the Show Next link to see the next batch of names.
8. Select the users to serve as board managers from the list generated by the search. As you click a name, it appears in the Managers list. Continue clicking names until you have added all the managers. If the list returned by the first search does not include all the users you want to add, search again and add names from the new list.
9. To remove a name from the Managers list, click the name. Removing a user as manager does not remove the user from the board or as a participant in a closed board.
10. Click Submit to add the new managers.

Changing Board Appearance

You can alter the appearance of a board using the frames interface—including background colors, menu buttons, and other images—by choosing a new scheme. If none of the choices included with WebBoard 5 is exactly what you want, you can refine the scheme by altering the colors of each element with the WebBoard color selector. You can also tell WebBoard to use different images for items such as left frame background, menu buttons, or all WebBoard images. You can also save your new custom scheme for use on other boards.

This section covers applying and previewing schemes, customizing colors and images, and creating new schemes. For information on other ways to modify WebBoard's appearance, see Chapter 11.

Applying a New Scheme

A newly created board uses WebBoard's default scheme, unobtrusive shades of grey and blue with complementing font colors for text, links, visited links, and active links. Maybe you want something a little flashier or more formal. The schemes provided with WebBoard run the gamut of high-tech neon (Tower of Power) to soothing pastel green (Angel Eyes).

Applying a new scheme is simple, and you can return to the default scheme at any time. Even if you are completely content with the default look and feel, you may want to preview the other schemes, just to see what's available.

To apply a new scheme, follow these steps:

1. Log in as WebBoard administrator or board manager to the board whose appearance you want to change. Schemes apply only to the frames interface.
2. Click More from the menubar. The More Options menu appears.
3. Click the Administrator or Manager link from this menu. The Administrator or Manager menu appears.
4. Click Change Appearance. The Change Board Appearance page appears, as shown in Figure 6-8.

Figure 6-8 Select Scheme, Change Board Appearance

5. In the Select Scheme area, click the down arrow to view the drop-down list of schemes.
6. Click a scheme to select it, then click Preview to see what it looks like. The scheme preview window opens, showing all aspects of the scheme. For example, you can see the color of visited and unvisited links in both frames, background colors, menu buttons, expansion box images, and so on. You may also want to set up a board to test and develop different schemes. Viewing a scheme on a board differs slightly from the preview.
7. After you are done previewing schemes, select the one you want and click Apply. WebBoard applies the scheme to the board you are logged in to. Other

boards are not affected. Reload the page to see the scheme in all frames (the top menubar frame, left conference list frame, and right message frame).

8. To restore the default scheme, repeat steps 1 through 5, select Default from the drop-down list, and click Apply.

Customizing a Scheme

When you preview or apply a scheme, the path to images and all color values are shown in the fields in the lower part of the Change Appearance form. You can change the path to use a custom image folder and edit the color values as you like for a more custom look. This section describes how to change images, customize board colors, preview your changes, and save and apply your custom scheme.

Changing images

You can replace any of the scheme's graphics with your own. Of course, you'll want to be very careful to use graphics that fit into the page layout and work with other elements of the design. For example, you could change the background image in the left frame All Messages view to a subtle wallpaper with your university mascot. Or replace the attention icon exclamation marks with yellow stars.

By default, all graphics for a board's HTML pages are stored in the primary WebBoard installation's *WebBoard\Images* folder. The Images folder contains the standard WebBoard images and a subfolder for each scheme. Each folder contains all the images used by WebBoard, including for online help and chat. There are over 70 images used by WebBoard in each folder. You save your custom images in a new subfolder of the Images folder, along with copies of the unchanged images from the scheme you are basing this customization on. Then you tell WebBoard to use the images from that subfolder and save your changes to a custom scheme with a new name. See Chapter 12, *WebBoard File Reference*, for a list of images and brief descriptions of where they appear.

To customize the images used by a scheme, follow these steps:

1. Create GIF files of the images you want to use, noting the following:
 - Store them in a subfolder of the Images folder. Give the folder a meaningful name, for example, *corp_logo*.
 - The graphics must have the same names as the graphics they are replacing, for example, *new.gif* to replace the New icon image.
 - Copy any unchanged images from the subfolder for the scheme you are customizing to the new subfolder.
2. Scroll down to the Images area of the Customize section, as shown in Figure 6-9.

Figure 6-9 Images, Change Board Appearance

3. Enter the URL path to the subfolder you just created.
 - You can use the *wbimages* alias, which is the location of the main image folder. (Specifying the location of the images folder is described in Chapter 5.) For example, enter */wbimages/custom_images/*.
 - You can also specify a full URL, such as *http://your.company.com/webboard/custom_images/*.
4. Scroll down to the Colors area.

Customizing scheme colors

Although the numerous schemes provide a variety of colors and color combinations, you may want something you can't find. WebBoard lets you completely revamp scheme colors or perform a couple of moderate tweaks. Colors you can customize include colors of the background for top, left, and right frames; text, visited links, unvisited links, and active links for the left and right frames; and the table and table contrast color for the right frame.

In the Colors section of the Change Board Appearance form, you can set colors as hexadecimal values, as accepted color names, or by using the built-in Color Selector applet (Figure 6-10 shows the top of the Color section). For convenience, WebBoard includes a color swatch table showing you the colors and names recognized by your current browser. The Color Selector lets you choose colors by sight, but then puts their hexadecimal values in the color fields. The values shown in the color fields before you begin to make changes are for the currently selected scheme or your last modification.

All of the WebBoard schemes except two—Caribbean Sunset and WebBoard Classic—use a background image for the left frame. If you change the background color for a scheme with a background image, the image covers the new color settings, and it will appear as though the color didn't change. To create a scheme with a different left frame background color, either start with a scheme with no background image or do not include the background image (*back.gif*) file in the new images subfolder. Removing the background image from an image folder affects all schemes that use the folder.

Figure 6-10 Colors, Change Board Appearance (partial)

Colors

Help

Specify the colors to be used for this board. You may either enter the colors into the input fields directly or click the color selector button to select from a variety of colors.

A color value can be specified as either a color name (i.e. "gray") or a six digit hexadecimal RGB specification (i.e. "#333333" for gray). For a list of color names, [click here](#).

To allow the user's browser to select the colors for the background, left frame, text, unvisited and visited links, leave the field blank.

Menu Bar (top frame): Background: #B7B7B7 	Current Colors: #B7B7B7 
Topic Tree (left frame): Background: #99CCFF  Text: #000000  Unvisited Links: #3366CC  Visited Links: #336699  Active Links: #0066FF 	#99CCFF  #000000  #3366CC  #336699  #0066FF 
Message Window (right frame):	

Note

The interpretation of these colors varies from browser to browser, so you should view them in several browsers before making a choice. Colors also differ depending on the user's display. If you know what browser and/or screen settings many of your users have, you should tailor your color selection appropriately.

To customize the scheme colors, follow these steps:

1. To change a color using a hex value, type the new value into the appropriate field. A hex value is the pound sign (#) and six characters, such as #000000 for black.
2. To change a color using a color name, type the new name into the appropriate field. To see the color swatch table, click the link in the text at the top of the Colors area.
3. To change the color using the Color Selector, click the striped button next to the item you want to change. The Color Selector opens in a separate window. Move your mouse over the Color Selector and the background of the window

changes to show you the color. When you find a color you like, click your mouse. The hex value is placed in the field, and the Color Selector closes.

4. To restore a setting to the color WebBoard is currently using for the board whose appearance you are changing, copy the value listed under Current Colors. (This is the setting for the currently applied color, not the default color for a scheme you may be customizing but have not yet applied.)
5. To allow the user's browser to set the colors for the background, left frame, text, and unvisited and visited links, make those fields blank.
6. Scroll to the last section of the form.

Previewing and applying changes

WebBoard's preview feature allows you to see how your settings will look without actually applying them to the current board. After you are satisfied with the preview, you can apply the changes. If you think you may want to apply the changes you made to a different board as well, you can save them as a custom scheme in addition to simply applying them to the current board. The custom scheme appears in the drop-down list of schemes for all boards. To preview, apply, and save your changes, follow these steps:

1. When you think you've got your custom image and color settings the way you want them, click Preview to see your changes. A separate window opens with a sample of a typical board.
2. If you still need to adjust the colors or images, repeat the procedures in the previous sections.
3. To save your changes as a custom scheme, check the Save scheme as checkbox and type a name for the scheme in the textbox. This name will appear in the drop-down list of schemes. You do not need to create a custom scheme in order to apply the changes to the current board.
4. Click Apply to apply changes to the current board.
 - If you did not check the Save scheme as checkbox, the customizations to the current scheme are saved. They affect the current board only. You can apply the scheme to another board and it will appear with all default settings intact.
 - If you checked the Save scheme as checkbox in Step 3, the custom scheme is saved. A message asks you to choose another name if the name you chose is already in use.
5. View your choices with different browsers and display settings to ensure that all your users will be able to read the board. The More Options page is a good sample for testing how your link colors and table colors work together.

Undoing customizations

You may later decide you don't like the customizations you made to the board appearance. To undo them, follow these steps:

1. Log in as WebBoard administrator or board manager to the board whose appearance you previously customized.
2. Click More from the menubar. The More Options menu appears.
3. Click the Administrator or Manager link from this menu. The Administrator or Manager menu appears.
4. Click Change Appearance. The Change Board Appearance page appears.
5. In the Select Scheme area, click the down arrow to view the drop-down list of schemes.
6. Select the scheme you customized. Even if you saved the scheme under a new name using Save scheme as, select the name of the WebBoard scheme you changed.
7. Click Preview to make sure it's what you want.
8. Click Apply. The scheme is applied with all default settings.

Controlling Password Generation

For email address verification, by default WebBoard generates a random 10-character alphanumeric password (in the string used for default passwords, special characters such as # and \$ are not included). You can change both the length and the characters used for the password by editing the Registry, even including special characters. If you are not familiar with the Windows Registry, we do not recommend you alter the password generation method.

To change how WebBoard generates random passwords, follow these steps:

1. Start the Windows Registry editor (*regedt32.exe* or *regedit.exe*).
2. Open HKEY_LOCAL_MACHINE\SOFTWARE\0'Reilly\WebBoard\3.0\Email.
3. To change the password length, add a new DWORD value called TempPassLen and set the value to the desired length, such as 6 for generating 6-character passwords.
4. To change the string used to generate passwords, add a new String value called TempPassCharSet and set the value to the desired string, such as 1234567890 for generating passwords from numbers only.
5. Close the Registry editor. All new passwords are generated using these parameters.

Sending Bulk Email

At times you may have announcements or information you want users to receive via email. WebBoard's bulk email feature lets WebBoard administrators and board managers send an email message to groups of users, such as all board administrators, conference moderators, or users on a specific board.

WebBoard places the list of names in the blind carbon copy (Bcc:) line so that email addresses remain private. The To: line contains the same name as the From: line. By default, there are no names on the Cc: line, but you can add them when you preview the message.

To send email to a group of WebBoard users, follow these steps:

1. Log in as WebBoard administrator or board manager to a board using the frames interface.
2. Click More from the menubar. The More Options menu appears.
3. Click Administrator or Manager; the option available to you depends on your authority level. The Administrator or Manager menu appears for these two levels.
4. Click the Send Email link. The Send Email form appears (see Figure 6-11).
5. Make a selection in the Recipient list. Board managers do not see as many choices as administrators. The choices include:

Yourself

Use this setting for testing to send an email message to yourself (WebBoard administrators and board managers).

All users, all boards/this board

Sends the email message to all users on all boards except no-auth boards (WebBoard administrators) or this board (board manager).

All WebBoard administrators

Sends the email message to the WebBoard administrators (WebBoard administrators and board managers).

All board managers

Sends the email message to all board managers (WebBoard administrators and board managers).

All conference moderators

Sends the email message to all conference moderators on all boards (WebBoard administrators), or to the conference moderators on the current board (board managers).

Figure 6-11 Sending email to board members

Send Bulk Email [Help](#)

To send an email message to a group of WebBoard users, select the recipients, enter a message, then click Preview.

Recipients

☒ Yourself (for testing)
☐ All users, all boards
☐ All WebBoard administrators
☐ All board managers (if any exist)
☐ All conference moderators (if any exist)
☒ Board users:
 Select a board...
☐ Private conference members:
 Select a conference...

Message to send

Subject: [Preview](#)

Board users

Sends the email message to all users on the board you select in the Boards list. You can select only one board. You cannot send to users on a no-auth board. To send to multiple boards, you must send a message to one board at a time (WebBoard administrators only).

Private conference members

Sends the email message to all members of the private conference you select in the conference list. You can select only one conference. To send to more conferences, send a message to one conference at a time (WebBoard administrators and board managers).

6. Enter the email subject.
7. Type in your email message. There is no size limit, and you can paste text from another application. Your signature as entered on your user profile appears; remove any HTML tags if necessary.

8. To preview the message before sending it, click Preview. The Send Bulk Email (Preview) page appears, showing the contents of the From:, To:, Cc:, and Bcc: lines as well as the message body.
 - The recipients are listed in the Bcc: line.
 - The To: line contains your email address. You could change it to, for example, (WebBoard managers).
 - The From: line contains your email address.
 - The Cc: line is empty. Add any email addresses you want.
9. To make changes, use your browser's Back button to return to the Send Bulk Email page, or make changes on the preview form. You can add names to the Cc: field only from the preview page.
10. When you are done editing the email, click Send.

Sending Broadcast Messages

WebBoard administrators and managers can send broadcast messages to all current active users on a board. WebBoard administrators can also send broadcast messages to all users on all boards. The broadcast feature is a handy way to let users receive important information such as announcements of special events and warnings about imminent system maintenance.

Broadcasting is available even if paging is disabled for the board. Also, broadcast messages go to all users even if they have turned off paging in their user profiles. Broadcast messages are delivered to users the next time they send a request to WebBoard (for example, by clicking a link) after the broadcast has been sent.

Broadcasting to the Current Board

To send a broadcast message to all logged-in active users on the current board, follow these steps listed next.

1. Log in as WebBoard administrator or board manager to the board to which you want to send a broadcast message. Use the frames URL to log in to the board.
2. Click More from the menubar. The More Options menu appears.
3. Click the Administrator or Manager link from this menu. The Administrator or Manager menu appears.
4. Click the Broadcast to Board link. The Page All Users form appear.
5. Type in your broadcast message, up to 500 characters (note that regular user paging allows only 150-character messages). You can use WebBoard tags. For

example, type "<WB-FIRST>, please log off now" to send a personalized message asking users to log off; the page shows each user's first name, such as "Victor, please log off now."

6. Click Send to send the message to all logged-in users on that board. The users receive the message the next time they send a request to the WebBoard server.

Broadcast to All Boards

To send a broadcast message to all logged-in, active users on all boards, follow these steps:

1. Log in as WebBoard administrator.
2. Click More from the menubar. The More Options menu appears.
3. Click the Administrator link from this menu. The Administrator menu appears.
4. Click the Broadcast to all Boards link. The Broadcast Message to All Users form appears.
5. Type in your broadcast message, up to 500 characters (note that regular user paging allows only 150-character messages).
6. Click Send to send the message to all logged-in users. The next time each user requests something from WebBoard, he or she will receive the message in a JavaScript alert box.

Viewing Board Statistics

WebBoard has an internal statistics generator to give board managers information on posts to the board via the ASP interface, NNTP newsreader, and email. You can find out the number and percentage of posts that come via ASP, NNTP, or email to the board. WebBoard administrators can view many statistics for the entire site, as described in Chapter 5.

To view statistics, follow these steps:

1. Log in as the board manager.
2. Click More from the menubar. The More Options menu appears.
3. Click the Manager link from this menu. The Manager menu appears.
4. Click Statistics. A page with statistics on mailing lists and newsgroups appears.

Editing a Board

From time to time, you may want to modify a board. For example, you may have changes in personnel and want to add more, or different, managers to a particular board. Or you may decide that your users would like their real names listed rather than their login names.

You can change the specifications for an existing board by editing it using a form almost identical to the Add Board form you used to create the board itself. Portions of the Edit Board form may differ from board to board to reflect the type of authentication and security you specified when creating the board. This section points out those variable sections of the form, along with other pertinent issues. If you have questions about any of the steps, please review the “Adding a Board” section, which explains each option and its implications in detail.

To edit a board, follow these steps:

1. Make sure you’re logged in as WebBoard administrator to the board you want to edit, using the frames interface.

Note

To log in as administrator to a no-auth frames board, log in as administrator to another board, click More in the menubar, then click List Boards on the More Options menu. Click the name of the no-auth board in the Board list.

2. On the WebBoard menubar, click More. The More Options menu opens.
3. Click Administrator. The WebBoard Administrator Menu opens.
4. From the Management section of the menu, click Edit Board. The Edit Board #*n* window (where *n* is WebBoard’s internal number for the board, regardless of what you used for the board’s alias or name) opens.
5. In the Host Master section, make any changes you want, including assigning a specific hostname as the board server name if this board previously used the WebBoard server name as the board server name. You may also want to include the board server name in the Board Addresses field.
6. In the General section, make the changes you want.
7. In the Chat section, make changes as desired.
8. In the Authentication section, make changes as desired while noting the following issues.
 - This section does not appear in the Edit Board form for unauthenticated boards.
 - Once a board has been created with basic or cookie authentication, the None (no authentication) option disappears from this section.

- Changing to basic authentication eliminates guest logins.
 - Changing to basic authentication when using IIS as an external server means that all board users must have an account in the NT user database of the computer running IIS.
9. In the Security section, make changes as desired while noting that:
- This section does not appear on the Edit Board form for unauthenticated boards.
 - If you change an open board to a closed board, the users who were registered on this board are converted to authorized users. Users who were registered on other open boards, however, will be denied access until you add a new login for them for this board.
 - If you change a closed board to an open board, authorized users maintain their identities as registered users.
10. In the Email Notifications section, make changes as desired while noting that:
- This section does not appear in the Edit Board form for an unauthenticated board.
 - We highly recommend that you accept the default settings as they are unless you're an experienced WebBoard administrator and user. Do not remove the variable tags, since doing so could render your email notifications quite uninformative.
11. Click Save to save the changes you made to this board. A message indicates that your edits to this board have been saved.

Deleting a Board

You may decide to delete a board for a variety of reasons. For example, you created one for a particular product that you were developing, and the product is now completed. Or perhaps you think your users are responding more to the conferences on another board. In any case, you can delete a board with Delete Board. Be sure to keep in mind that all the conferences and messages contained in that board will be irreversibly deleted. If you want to keep any or all conferences, move them to another board, as described in Chapter 7.

Warning

You cannot reverse the action of deleting a board. The board and all its conferences will be permanently deleted. Also remember that you can delete any or all other boards you create, but you cannot delete the first board, *admin*, created by WebBoard.

To delete the current board, follow these steps:

1. Make sure you're logged in as WebBoard administrator to the board you want to delete. You must be using the frames interface.
2. From the WebBoard menubar, select More. The More Options menu opens. Click Administrator. The WebBoard Administrator Menu opens.
3. Create HTML archives of conferences you want to save or move any conferences you want to keep to another board (see Chapter 7).
4. From the Management section, click Delete Board. The Delete Board page appears.
5. If you are certain that you want to delete this board, click Yes. The board, all its conferences, and all the messages within the conferences will be permanently deleted. WebBoard confirms the deletion when it is complete. If you do not want to delete this board, click No.

7

Managing Conferences

Once you have created your boards, you're ready to develop your online conferences. Conferences are made up of topic and response messages. When you create a conference, you establish the main subject matter that users should focus on when they post new topics and messages. For example, the Office Equipment board may have conferences such as Repairing Copy Machines, Purchasing New Equipment, and so forth. As WebBoard administrator or board manager, you need to create at least one conference for each board. Messages within topics are created by the users themselves.

Conferences can have different characteristics depending on their purpose and audience. They can be totally open to the public. They can be moderated, requiring messages to be reviewed before posting. They can be completely private, or they can be read-only. Conferences also have unique home pages that display when a user clicks the conference name. The home page provides useful information about and links into the conference (such as to chat transcripts or file attachments). You can customize the home page as desired.

Conferences also form the basis of WebBoard's NNTP support, mailing list support, and watch lists for conferences and topics. You can also decide whether to enhance each conference with chat and the ability to attach files, including inline images.

When a conference is no longer pertinent, you can choose to create an archive of the conference messages. Using the WebBoard Archive Creator, you can generate

archives in either static HTML or HTML Help format. You can even modify the templates used to create the archives or the resulting files to give them a particular look and feel.

This chapter walks you through the steps of creating and managing WebBoard conferences. The information in this chapter is for WebBoard administrators, board managers, and conference moderators. For more information on users' privileges, see Chapter 8, *Managing Users*.

Note

You administer all conferences—whether they present the frames or ASP interface to end users—via the frames interface.

Understanding Conference Types

Conferences are the backbone of your WebBoard—and user participation is key to a successful conference. Think carefully about the conferences you create, keeping in mind both the needs of your organization and what will generate the most user interaction and interest. For example, if your WebBoard is for developing or communicating your organization's human resource policies, you could create separate conferences on benefits, healthcare providers, vacation policy, performance evaluations, and salary. Some of these topics may contain sensitive information, so you may want to designate some conferences as private (closed) and others as read-only, as described in the next section.

If you plan to use WebBoard for technical support, you may want to create a conference for general user questions and other conferences for more advanced topics. Often these conferences benefit from the postings of other users, so you'll want to make them public. Or you may decide to moderate the conferences to keep misinformation about your products out of the conference.

You can add new conferences at any time. If one conference gets too large or seems to splinter, break it into two conferences. Or move a topic from one conference to another, more suitable, one. (Administrators can even move a conference to another board.) If you ship a new product, you may want to start a new conference. You may also find it useful to have a suggestion-box conference for users to post ideas about your board and the site in general. A suggestion-box conference lets your WebBoard users have a structured way of giving input to the conferences.

Depending on the volume of users you anticipate, you may want to err on the side of having too few conferences rather than too many. Fewer conferences make navigation among them easier, but may make them less focused. Keeping close track of conferences and determining when to add a new one—or delete an old

one—is one of your primary responsibilities as WebBoard administrator or manager.

Once your board kicks into gear, check the content of postings from time to time, with an eye toward helping your users carry on more productive and satisfying conversations. Ensure that you look at the process from a user's perspective by becoming a user yourself. Read messages often, post regularly, experience what your users do. The following sections describe the different types of conferences you can select for your board. Bear in mind that you can also combine some of these types of conferences. For example, you can create a private, moderated conference requiring message verification. Or you could define a private, read-only conference.

Public Conferences

Public WebBoard conferences are open to all users of the board on which they reside. All participants can read any posted message, and registered users can post messages to the conference, respond privately to a posted message, and otherwise freely participate in conversation and collaboration through WebBoard. In a public conference there is no restriction on who can see messages, and all messages that are posted appear immediately. The only restriction in public conferences is on guest users, who can only read, but not post, messages (types of users are described in Chapter 8). On a board requiring no authentication, all conferences are open and users “register” when they post a message.

Moderated Conferences

The trait all moderated conferences have in common is that they have one or more moderators assigned to them. These WebBoard users (selected by the administrator, a board manager, or another moderator of the conference) can exercise editorial control over message content posted in a conference and administer the conference. Some moderated conferences may require that messages be verified before they're posted for others to read. Users in a conference requiring message verification can post messages (to both new and existing topics), but the moderator decides whether to post the message, discuss the matter with the user personally, or request that the user rephrase the message. Moderators have administrative privileges within their conferences, but cannot create a new conference. Remember that you, as administrator, can also delegate responsibility and distribute the workload by granting manager or moderator status to other board participants, making them responsible for their own conferences.

Private Conferences

A private (closed) conference is limited to specific WebBoard users. For example, an upcoming product release might be a good subject for a private conference whose audience includes product engineers, marketing specialists, and other team members. WebBoard lets them communicate and collaborate freely, both directly on the board or by email if the conference has a mailing list, yet the subject is not open to unwelcome eyes. In fact, users who are excluded from private conferences won't even see its name in the list of conferences. The administrator, manager, or moderator can select participants from the list of registered users, as discussed later in this chapter in the section "Moving Conferences and Messages."

Read-Only Conferences

Anyone can read the messages in a read-only conference, although only WebBoard administrators, board managers, or conference moderators can post messages to it. Read-only conferences are a good way to distribute one-way information—such as memos, newsletters, and bulletins—which comes from a central source to be read by many people. You might, for instance, use a read-only conference to post new policies developed by your human resources department, a list of upcoming events, or a list of bug fixes to a product undergoing initial development. Having a mailing list for a read-only board (and encouraging users to subscribe or subscribing them yourself) is a good way to make sure everyone receives important messages. And, of course, nonauthorized users can't post to a read-only message by email.

Adding Conferences

Administrators and board managers can add conferences to WebBoard by filling in the Add Conference form. Note that moderators can't create conferences. This section takes you through the steps of adding a conference and setting it up to meet your needs and those of your users.

Step 1: Open the Add Conference Form

To open the Add Conference form, follow these steps:

1. Log in as WebBoard administrator or board manager to the board to which you want to add conferences. To log in to a no-auth board, log in as administrator or moderator to another board and then use the List Boards link on the More Options page to go to the no-auth board. Make sure you log in using the frames interface.
2. Click More from the menubar. The More Options menu appears.

3. Click the Administrator or Manager link from this menu, depending on your user type. The Administrator or Manager menu appears.
4. Click Add Conference. The Add Conference form appears. Complete this form as described in the following sections.

Step 2: Name and Describe the Conference

Figure 7-1 shows the Conference Name section of the Add Conference.

Figure 7-1 Conference Name, Add Conference form

Conference Name [Help](#)

First, select a brief name for the new conference. This name will appear in the conference listing, above the list of topics, and above each message that is displayed.

You are limited to 255 characters. HTML and WebBoard tags are accepted.

Required field

Enter a description for the new conference. This description will appear in the conference listing, as well as in the conference profile. Use this description to give the user more detailed information about the conference.

You are limited to 255 characters. HTML and WebBoard tags are accepted.

To name the conference, follow these steps

1. In the Name field, type a brief name for the new conference. This name appears in the Conferences list, on the conference home page, and in the conference profile. You're limited to 255 characters. HTML and WebBoard tags are accepted. *This is a required field.*
2. In the Conference Description field, type a description to give the user more detailed information about the conference purpose and contents. The description is included on the conference home page and with the conference profile (click Conference Profiles on the More Options menu). You're limited to 255 characters. HTML and WebBoard tags are accepted. (See Chapter 11, *Customizing WebBoard Pages*, for more information on WebBoard tags.) A conference description is optional.
3. Scroll to the Mailing List section of the form.

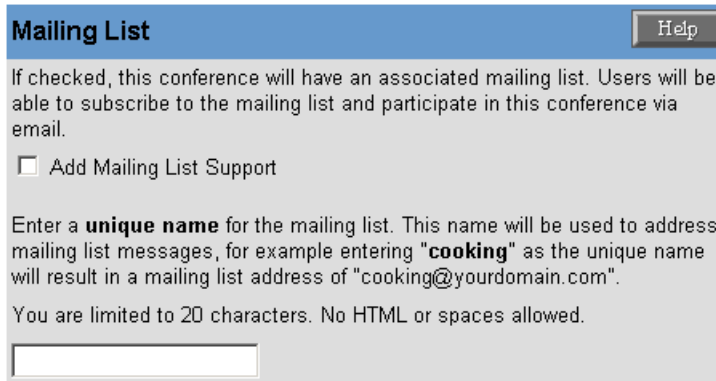
Step 3: Enable and Name the Mailing List

When the mailing list feature is enabled, subscribers receive and post messages via email. Adding a mailing list to a conference can increase participation and keep all

conference users informed. A mailing lists name must be unique across the entire WebBoard site and is included on the conference's home page.

Users subscribe to mailing lists in their choice of non-digest, digest, or ZIPPed digest formats. WebBoard administrators and board managers can also subscribe users to mailing lists. See “Managing Mailing Lists” later in this chapter for details. Figure 7-2 shows the Mailing List section of the Add Conference form.

Figure 7-2 Mailing List, Add Conference form

The screenshot shows a web form titled "Mailing List" with a blue header bar. In the top right corner of the header is a "Help" button. Below the header, there is a paragraph of text: "If checked, this conference will have an associated mailing list. Users will be able to subscribe to the mailing list and participate in this conference via email." Below this text is a checkbox labeled "Add Mailing List Support". Further down, another paragraph of text reads: "Enter a **unique name** for the mailing list. This name will be used to address mailing list messages, for example entering **\"cooking\"** as the unique name will result in a mailing list address of **\"cooking@yourdomain.com\"**." Below this is a line of text: "You are limited to 20 characters. No HTML or spaces allowed." At the bottom of the form is an empty text input field.

To enable the mailing list function and name this mailing list, follow these steps:

1. In the Mailing List section, check the box to the left of Add Mailing List Support to enable this feature. The default setting is off—disabled.
2. For this conference, specify a mailing list name in the field provided; this is required if you enable the mailing list. Messages appear in the user's inbox as From "Listname listmanager" <listmanager@domain.name>, so you want a short name. For example, Bio-110 for the Biology 110 conference results in messages from "Bio-110 Listmanager". Note the following tips and requirements:
 - The mailing list name must be unique among all mailing list names for all conferences on all boards on your site because it is used as the mailing list's email identity. The name is associated with WebBoard's <WB-LIST-NAME> tag and is used wherever an email address is required, such as the From and Reply To lines of email messages.
 - The name must be no more than 20 characters, and because it must abide by email rules, no spaces or HTML are allowed. Enter only the name, for example, *Bio-110*, not the rest of the address, for example *@domain.name*. WebBoard provides the domain name (the WebBoard server name or the board server name).

- Keep the mailing list name similar to the conference name so email recipients will know which conference originated the message and can easily make the connection when they visit your board with their browser.
- Some sites may be configured such that outgoing email will have the name and email of the message poster. This is a site-wide decision and is made by a WebBoard administrator. See “Showing the Poster’s Email Address on Mailing List Email” in Chapter 5.

3. Scroll to the Newsgroup section of the form.

Step 4: Set Up a Newsgroup

Creating an associated newsgroup for a conference allows users to use their newsreaders for reading and posting messages. Many users prefer to use newsreaders because they can download the messages, yet maintain the threaded nature of the discussion when they read them offline. They also have full file attachment support (down and up). The name of the newsgroup is included on the conference’s home page. You add newsgroup support and specify a name for the newsgroup in the Newsgroup section of the Add Conference form (Figure 7-3).

Figure 7-3 Newsgroup, Add Conference form

Newsgroup [Help](#)

If checked, this conference will have an associated newsgroup. Users will be able to access the newsgroup and participate in this conference via their NNTP client.

☐ Add Newsgroup Support

Enter a **unique name** for the newsgroup. This name will be used as the newsgroup name. To create a hierarchy of newsgroups, specify a common name, followed by a period. For example, entering "support.product1" as the unique name will create a "support" hierarchy. To add a newsgroup to an existing hierarchy, include the hierarchy name, "support.product2" for example. Do not include quotation marks in the name.

You are limited to 255 characters. No HTML or spaces allowed.

To add a newsgroup to this conference, follow these steps:

1. Check Add Newsgroup Support.
2. Enter a unique name for the newsgroup. This name will be used as the newsgroup name. For example, for the Biology 110 homework conference, enter homework.
 - To create a hierarchy of newsgroups, specify a common name, followed by a period. For example, to create a hierarchy of newsgroups on the Biology

110 board, enter `bio110.homework` as the unique name. Later you can add another newsgroup to the hierarchy, for example, `bio110.lab`.

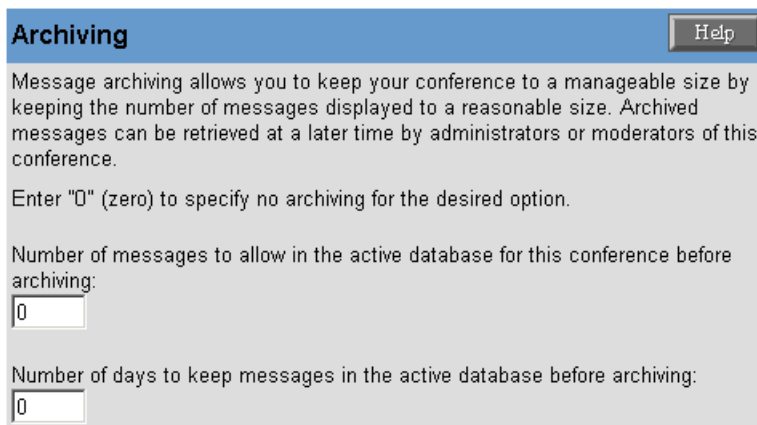
- Do not include quotation marks in the name.
- You are limited to 255 characters. No HTML or spaces allowed.
- For private conferences, include `private` in the name so unauthorized users will know why they can't view the newsgroup messages. For example, `curriculum_private`.

3. Scroll to the Archiving section of the form.

Step 5: Set Up Message Archiving

Your conferences will be more manageable if the number of active messages is kept to a reasonable size. You can accomplish this by having WebBoard archive messages when they exceed the limits you specify for each conference. Archived messages are removed from the active database but may be retrieved by WebBoard administrators, board managers, and conference moderators (see “Retrieving and Deleting Archived Messages,” later in this chapter). Figure 7-4 shows the Archiving section of the Add Conference form.

Figure 7-4 Archiving, Add conference form



The screenshot shows a web form titled "Archiving" with a "Help" button. The text explains that message archiving keeps the conference size manageable by limiting the number of messages in the active database. It provides two input fields: "Number of messages to allow in the active database for this conference before archiving:" and "Number of days to keep messages in the active database before archiving:". Both fields have "0" entered.

Archiving Help

Message archiving allows you to keep your conference to a manageable size by keeping the number of messages displayed to a reasonable size. Archived messages can be retrieved at a later time by administrators or moderators of this conference.

Enter "0" (zero) to specify no archiving for the desired option.

Number of messages to allow in the active database for this conference before archiving:

Number of days to keep messages in the active database before archiving:

Note

In addition to this automatic archiving of messages, you can also create standalone archives of conferences in either HTML or HTML Help format using the WebBoard Archive Creator. See “Generating Static Archives.”

To set the archiving options, follow these steps:

1. In the Number of Messages field, enter a number (in numerals). For example, to have only 25 messages in a conference at a time, set the number of messages allowed to 25. To choose no message archiving, enter 0.
2. Enter a number (in numerals) in the Number of Days field. For example, if you set the length at 14 days, messages older than that are removed from the active database. The oldest messages are stored first. To choose no time limit, enter 0.
3. Scroll to the Settings section of the form.

Step 6: Set Restrictions and Enable Spell Checking

The Settings section of the form (Figure 7-5) lets you establish certain restrictions, if desired. Sometimes you'll want to screen—or verify—user postings before they appear in a conference. You can choose to have messages automatically posted to conferences or require that the messages are verified by a conference moderator, board manager, or WebBoard administrator before being posted. You can also choose whether this conference is private and/or read-only.

Figure 7-5 Settings, Add Conference form

You also have the option to enable WebBoard's spell checking feature. When enabled, the internal WebBoard spell checker analyzes the message and identifies possible misspellings with hyperlinks. When the user clicks an identified word, WebBoard displays a list of suggested words from which the user can choose. WebBoard administrators, managers, and moderators can add words to the dictionary from this same form. In addition, you can edit the custom dictionary with any

text editor. WebBoard's custom dictionary is stored in `\webboard\system\custom.dic`, and has one entry per line. The entries do not have to be in alphabetical order, but that does help you find them faster in a long list if you happen to be editing it with a text editor.

Note

Spell checking is not available for conferences using the ASP interface.

To set the conference restrictions and allow spell checking, follow these steps:

1. In the Settings section, select one of two options for message verification:
 - Leave “Automatically verify new posts” checked if you want all messages to be immediately posted to the conference without prior verification by a WebBoard administrator, board manager, or conference moderator.
 - If you want a conference where each message is reviewed before it appears to other users in the conference, deselect “Automatically verify new posts.” For information on verifying messages, see “Verifying Messages” later in this chapter. Such a conference is sometimes referred to as moderated.
2. To restrict the conference to specified users, check the Private checkbox. To select users for a private conference, see “Adding Users to Private Conferences,” later in this chapter.
3. To specify this as a read-only conference, check the “Read only conference” checkbox. Only WebBoard administrators, board managers, and conference moderators can post to read-only conferences.
4. Check the “Allow spell checking” checkbox (default setting) to enable the spell check function in this conference.
5. Scroll to the Active Links and Images section.

Step 7: Allow Active Links and Images

In the Active Links & Images section (Figure 7-6), you can choose to allow active links and images in this conference. If you enable this feature, URLs included in messages become active links. For example, typing `http://www.webboard.com/` in a message creates a link to WebBoard Central. This feature enhances a conference discussion by allowing users to integrate outside resources in their postings. If you allow images, URLs for images are displayed in the message (rather than as a link).

Figure 7-6 Active Links & Images, Add Conference form

Active Links & Images Help

If checked, links typed into messages will be automatically turned into "active" links. This allows a user to type in "http://webboard.ora.com" and have it turn into "<http://webboard.ora.com>".

☒ Allow active links in messages

If checked, image locations typed into messages will be automatically turned into "active" in-line images. This allows a user to type in a location such as "http://mydomain.com/image.gif", and the location will instead appear as an image.

☒ Allow active images in messages

Note

Starting with WebBoard 5, users can upload images as file attachments and have them display inline. Settings for inline images are specified in the File Attachments section of the Add Conference form.

To allow active links and/or active images, follow these steps:

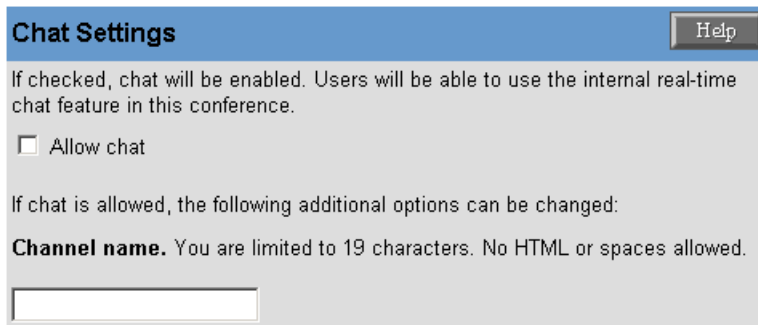
1. To allow active links, check the "Allow active links in messages" checkbox.
2. To allow active images, check the "Allow active images in messages" checkbox.
3. Scroll to the next section of the form.

Step 8: Enable Chat and Specify Chat Settings

If the WebBoard administrator allowed chat for the board, the next section on the Add Conference form is Chat Settings (see Figure 7-7); otherwise, skip the File Attachments section appears. Allowing chat for a conference lets users have real-time interactive discussions. If you allow chat, you must also name the chat room (or channel). The name must be unique across the entire site and is included on the conference's home page. For more information on chat, see Chapter 9, *Managing Chat*.

To specify WebBoard's chat settings, follow these steps:

1. To enable chat in this conference, check the "Allow chat" checkbox. If the checkbox is left unchecked, this conference will not offer chat.

Figure 7-7 Chat Settings, Add Conference form

Chat Settings [Help](#)

If checked, chat will be enabled. Users will be able to use the internal real-time chat feature in this conference.

☐ Allow chat

If chat is allowed, the following additional options can be changed:

Channel name. You are limited to 19 characters. No HTML or spaces allowed.

2. If chat is allowed, enter a unique name for the chat room (or channel). Note the following:
 - The name must be unique across the entire WebBoard site (this is a new requirement in WebBoard 5).
 - The name cannot be longer than 19 characters and cannot contain HTML or spaces.
3. Scroll to the File Attachments section of the form.

Step 9: Allow File Attachments and Configure Inline Images

Allowing users to attach files to messages makes WebBoard more dynamic as an information pipeline. Your users can attach files such as documents, multimedia, sound, and images when they post a message. Images are displayed inline (a new feature in WebBoard 5), adding a new dimension to communication. A list of file attachments in the conference is part of the conference’s home page.

In the File Attachment section (Figure 7-8), you specify the number of attachments allowed for each message as well as the size limit of any attached files. You also set the display size for inline images, or specify that images will appear as links only.

Note

File attachments are available to email participants via links in the email; file attachments are not accepted via email. Newsgroup participants can receive and post file attachments. File attachments can also be included with static archives you create using the WebBoard Archive Creator

To specify file attachment settings, follow these steps:

1. To allow file attachments, check the “Allow file attachments” checkbox.

Figure 7-8 File Attachments, Add Conference form

File Attachments [Help](#)

If checked, file attachments will be enabled. Users will be able to attach files to messages they post in this conference.

☒ Allow file attachments

You can limit the number of attachments allowed per message. Enter 0 for no limit, or a number between 1 and 255 to set a limit.

Number of attachments allowed per message:

You can limit the file size (in bytes) of attachments allowed per attachment. Enter 0 for no limit, or a number greater than 0 to set a limit (in bytes).

Byte size of file attachments allowed per attachment:

You can choose to have Inlined Image attachments displayed full size or a specific size (in pixels). Choose Set Inline Image Display size and enter 0 for Width or Height to disable Inlined Images (images will appear as normal attachments).

☒ Full Size Image

☐ Set Inline Image Display Size

Width

Height

2. To limit the number of attachments, type that number into the Number of attachments allowed per message field. Type 0 (zero) to set no limitation on the number of files users can attach to a message. To set a limit, type a number between 1 and 255 corresponding to the number of attachments you want to allow per message.
3. To limit the size of file attachments, type a number for the byte size of file attachments:
 - Type 0 (zero) to set no limitation on the size of each file users can attach to a message, or a number greater than zero to set a limit (in bytes).
 - Use numerals only. Do not use punctuation (such as commas) or characters (such as “K”). Note that almost all files are at least 1K, so plan on adding at least three zeros to your entries here if you limit the size.
4. To allow uploaded images to display at full size in messages, choose Full Size Image.
5. To limit the size at which images display, choose Set Inline Image Display Size and enter width and height measurements, noting:

- The measurements are in pixels. The greater the number, the smaller the image.
 - To disable the display of images, enter 0 (zero) for both the width and height. The uploaded image will have a link to the image.
6. When you've finished this section, scroll to the bottom of the form.

Note

WebBoard displays the following image types inline: JPEG (*.jpeg*, *.jpe*, *.jpg*), Portable Network Graphics (*.png*), and X-bitmap (*.xbm*). Most browsers display these types natively.

Step 10: Create the Conference

Once you have completed and reviewed all the sections of the Add Conference form, you are ready to create the conference. To do so, follow these steps:

1. At the end of the form, click Create. The Conference Added! page appears, showing each setting in a concise table.
2. Verify the conference settings on this page. If you need to change any of the settings, edit the conference as described later in this chapter.
3. To add another conference, click the Add Another Conference link.

Reviewing the Conference Home Page

When you click Create on the Add Conference form, WebBoard creates the new conference with the settings you selected. It also creates a unique home page for the conference, which appears when a user clicks the conference name. The conference home page includes the conference name, description, chat room name, mailing list name, newsgroup name (if these exist), a list of links to file attachments in the conference, and a summary of the conference's settings. Figure 7-9 shows the default home page, immediately after it is created.

The conference home page is built from two files, one that is specific to the site or board and one that is specific to the conference. You can edit these files to change the content or look and feel (the appearance is also affected by the scheme selected for this board). For more information on WebBoard tags and editing WebBoard HTML files, see Chapter 11, *Customizing WebBoard Pages*.

The two files work with the frames interface only, as follows:

confintro.html

The *confintro.html* file is the page that appears when you click the conference name. It is a standard WebBoard frames HTML template and is used for all

Figure 7-9 Sample conference home page

Conference: Homework
 Conference description: Weekly assignments posted here!

[Post a new topic to this conference](#)

Chat Room: bot320homework
Mailing List: bot320hmrwk@srcc.edu
News Group: bot320.homework
File attachments in this conference:
 No file attachments are currently in this Conference

- Conference Information -	
Created:	Saturday, July 14, 2001
Created By:	Professor Juhrsini
# of Messages:	1
Private:	No
Read Only:	Yes
Moderated:	No

conferences. The file is located in the HTML folder. You can customize this page for the site by editing it; you can customize it for a board by making a copy of the file, placing the copy in the board's HTML folder, and then editing it. *Confintro.html* includes several WebBoard tags that pull information from the database. You can retain or delete these tags, depending on what you want to show on the page. For example, if you want the same home page for each conference on this board, remove the tag that calls the next file, *foruminfo_N.html* (`<wb-foruminformation>`). On the other hand, if you want unique home pages for each conference, remove everything from *confintro.html* except the tag that calls *foruminfo_N.html*

foruminfo_0.html

The *foruminfo_0.html* file contains conference-specific tags such as chat room, mailing list, and newsgroup names as well as a tag to display a list of all file attachments in the conference. The chat room, mailing list, and newsgroup links are not included if the feature does not exist for the conference.

Each time a conference is created, this file is copied and renamed with the conference ID number replacing *N* in the filename. The file is then read into the default *confintro.html* file via the `<wb-foruminformation>` tag. The *foruminfo_N.html* file is stored in the HTML folder for the board. The conference ID number is automatically assigned by WebBoard. You can discover the ID number by viewing the source of this page in a browser or from the Edit Conference page (More Options and Manage Conferences).

You can edit the *foruminfo_0.html* file to make any changes that would apply to all conferences on the site or on the board. This file is stored in the HTML folder and affects all boards. To create a board-specific file, copy *foruminfo_0.html* to the board's HTML folder and edit it. For example, if the board has some specific instruction that all users should know, add it here.

You can also edit a specific *foruminfo_N.html* file to make it unique for the conference. If this file is missing for a conference, the *confintro.html* file is used as is for the home page.

Note

If you are upgrading from a previous version of WebBoard, your conferences will automatically have home pages, using *confintro.html*. To add conference-specific information, you must create *foruminfo_N.html* files for existing conferences. To do so, copy *foruminfo_0.html* into the board's HTML folder, replacing 0 with the number of the conference (you can find the conference ID number on the Edit Conference page). You'll need to do this for each conference you want to have a unique home page. Edit the files as described above.

As you work with the conference home page and the files that comprise it, you'll discover numerous possibilities for making these pages highly useful to your conference members. Experiment freely, but always test!

Choosing Conference Moderators

Conference moderators have full authority to manage a conference and its messages. They can verify messages before they are posted, edit or delete them, retrieve them from the archive database, and modify conference settings. The role of the moderator is discussed in Chapter 8.

To choose conference moderators, follow these steps:

1. Log in as WebBoard administrator or board manager for the appropriate board.
2. Click More from the menubar. The More Options menu appears.
3. Click Administrator or Manager; the option available to you depends on your authority level. The Administrator or Manager menu appears.
4. Click Manage Conferences. The Manage Conferences page appears, as shown in Figure 7-10.
5. In the Select column, click Moderators to the right of the conference you want to choose moderators for. The Moderators form opens. Any moderators for this conference appear in the list box. If there are no moderators, no names are listed.

Figure 7-10 Manage Conferences

Click on the conference name to view its profile, or select an action to perform on that conference.

Conference	Select
Homework	Archive Delete Edit Users Moderators
Lab work	Archive Delete Edit Users Moderators
Field trips	Archive Delete Edit Users Moderators
Student questions	Archive Delete Edit Users Moderators
Virtual office	Archive Delete Edit Users Moderators
Internships	Archive Delete Edit Users Moderators
Reference material	Archive Delete Edit Users Moderators

6. To add moderators to the list, click Show User List. The Select Users form appears in the left frame. You use Select Users to find the users you want to add as conference moderators.
 - WebBoard administrators can list any user with an account on the WebBoard site, including users on other boards.
 - Board managers can list any user on the current board.
7. Search for users by first or last name or login name; search by first letter of last name; or list all users, as follows:
 - To search by first or last name or login name, select First, Last, or Login, enter the text to search for, and click Search. WebBoard tries to match the text you enter with the information in the selected category on the user profiles. You don't have to enter a complete word.
 - To display a list of all users whose last name starts with a given letter, click a letter in the Show by Last Name area.
 - To list all users, leave the textbox empty and select First, Last, or Login to tell WebBoard what to use in alphabetizing the list. For example, click Login to sort the list alphabetically by login name. Click Search.
8. WebBoard lists the names that match the search criteria. WebBoard displays 25 names at a time. Click the Show Next link to see the next batch of names.
9. Select the users to serve as conference moderators from the list generated by the search. As you click a name, it appears in the Moderators list. Continue clicking names until you have added all the moderators. If the list returned by the first search does not include all the users you want to add, search again and add names from the new list.

10. To remove a name from the Moderators list, click the name. Removing a user as moderator does not remove the user from the board or as a participant in a private conference.
11. Click Submit to make the users in the Moderators list conference moderators.

Adding Users to Private Conferences

Private conferences are open only to those users designated as members by a WebBoard administrator, board manager, or conference moderator. Occasionally you may want to add users to or remove them from private conferences. Perhaps some of the current members are no longer involved in the project, or a new team member has joined the project. You cannot give people access to a private conference if they are not already users on the board. WebBoard administrators are members of all conferences; board managers are members of all conferences on the board(s) they manage; moderators are members of the conference(s) they moderate.

To select conference users (either to add or remove), follow these steps:

1. Log in as WebBoard administrator, board manager, or conference moderator for the appropriate board.
2. Click More from the menubar. The More Options menu appears.
3. Click Administrator, Manager, or Moderator; the option available to you depends on your authority level. The Administrator or Manager menu appears for these two levels. If you're a moderator, you're presented with a list of conferences for which you have these privileges; skip to Step 5.
4. Click Manage Conferences. The Manage Conferences page appears (see Figure 7-10).
5. In the Select column, click Users to the right of the private conference you want to add users to. The Add Users to *Conferencename* form opens. Any users with access rights for the conference appear in the Conference Members list box. If no users have access, no names are listed.
6. To add users to a conference, click Show User List. The Select Users form appears in the left frame. You use Select Users to find the users you want to add as conference members.
 - WebBoard administrators can list any user with an account on the WebBoard site, including users on other boards.
 - Board managers and conference moderators can list any user on the current board.

7. You can search for users by first or last name or login name; search by first letter of last name; or list all users, as follows:
 - To search by first or last name or login name, select First, Last, or Login, enter the text to search for, and click Search. WebBoard will try to match the text you enter with the information in the selected category on the user profiles. You don't have to enter a complete word.
 - To display a list of all users whose last name starts with a given letter, click a letter in the Show by Last Name area.
 - To list all users, leave the textbox empty and select First, Last, or Login to tell WebBoard what to use in alphabetizing the list. For example, click Login to sort the list alphabetically by login name. Click Search.
8. WebBoard lists the names that match the search criteria. WebBoard displays 25 names at a time. Click the Show Next link to see the next batch of names.
9. Select the users to add to the private conference from the list generated by the search. As you click a name, it appears in the Conference Members list. Continue clicking names until you have added all the users. If the list returned by the first search does not include all the users you want to add, search again and add names from the new list.
10. To remove a name from the Conference Members list, click the name. It is removed from the list, but not from the user database.
11. Click Submit to add the users in the Conference Members list to the closed board.

Moving Conferences and Messages

WebBoard administrators can move a conference, including all its messages, from one board to another. Perhaps a conference on a private board has generated a discussion you want to make available to others in your company. Or maybe you've just released a new version of a product and want to move a general conference to the board for the latest release. By moving conferences, you can also combine two boards if you overestimated the number of boards needed in setting up boards for your department.

Sometimes conference participants diverge from the designated subject matter of the conference. It may happen gradually—topic drift—or someone may mistakenly post a message to the wrong conference, perhaps by email. WebBoard administrators, board managers, and conference moderators can move a topic and its response messages, a group of messages, or a single message to a different conference on the same board to maintain the correct organization for the board. You can also move messages to a new topic within the same conference.

Moving Conferences to Another Board

Whatever your reason for moving a conference to another board, make sure you alert all board users. To move a conference to another board, follow these steps:

1. Log in as WebBoard administrator for the appropriate board.
2. Post a message in the conference you are going to move:
 - Tell users where to go to continue participating in the conference.
 - Depending on your situation, you may want to wait a few days to give board visitors a chance to see the message before continuing with Step 3, or post another alert in a conference that will remain on the board.
 - As an alternative, you can send email to the board participants (see Chapter 6).
3. Click More from the menubar. The More Options menu appears.
4. Click Administrator. The Administrator menu appears.
5. Click Move Conferences. The Move Conferences page appears (Figure 7-11). (There is also a link to Move Conferences on the Manage Conferences page.)

Figure 7-11 Move Conferences page

Move Conferences

Help

To move conferences to another board, select one or more conferences, then select a destination board.

Select conference(s) to move:

Important notices (~admin)	▲
Homework assignments (~LS213)	
Virtual Office (~LS213)	
Homework (~bio100)	
Lab work (~bio100)	▼

Select a destination board:

admin	▲
bio100	
Bio320	
Botany320	
faculty	▼

Move

6. In the conferences list box, click the conference you want to move. To select more than one conference, press CTRL as you click the conference names.

Notice that the list includes conferences from all boards, not just the current board. As you become familiar with the interface for moving conferences, you will see that it is not strictly necessary to be logged in to the board with the conference to be moved. You can also bring a conference from another board to the current board.

7. In the destination boards list box, select the board you want to move the conference to. WebBoard moves the conference and all its messages to the new board.
8. To see the conference in the conferences list, go to the board you moved them to or, if you brought them to the current board, click Refresh on the menubar.

Moving Messages to a Different Conference

Moving topics is like maintaining your filing system: you are filing misfiled messages in the correct conference. In addition to moving an entire topic, you can move a single message or cut into the middle of the thread of topic messages to move the selected message and all messages below it. You can also move messages to a new topic within the current conference.

To move messages to a different conference, follow these steps:

1. Log in as WebBoard administrator, board manager, or conference moderator for the appropriate board.
2. Open the topic you want to move in the message window by clicking the conference name and the message name in the left frame.
3. Click Move in the menu at the top of the message (only administrators, managers, and moderators see this). The Move Messages page appears. Figure 7-12 shows the Move Messages page.
4. Choose how you want to move the message:
 - *This message and all replies to it* moves the selected message and all replies to that message.
 - *Only this message* moves only the selected message.
 - *Entire topic* moves all the messages in the topic containing the selected message.
5. Choose a destination conference from the list. Note that:
 - You can move only to conferences in the current board.
 - You can select the current conference, allowing you to move messages to a new topic in the same conference.

Figure 7-12 Moving messages

To move messages, select an option for moving the messages, select a destination conference, and, if you want, change the topic name.

Selected Message:	
Topic:	lab assistant job
Conf:	Student questions
From:	Judy Helfand
Date:	Thursday, June 01, 2000 04:10 PM

Select how to move:	
☒	Only this message
☐	This message and all replies to it
☐	Entire topic

Select a destination conference:	
Homework Lab work Field trips Student questions Virtual office	<i>Note:</i> If moving to the same conference, the move will create a new topic in that same conference.

Topic name:
lab assistant job

Move

- Moderators can choose only those conferences where they have moderator privileges.
6. If you want to change the topic name, type the name in the Topic field.
Change the topic name if you are moving a message to create a new topic in the same conference. Otherwise, you will have two topics with the same name.
 7. Click Move to move the messages.

Specifying Conference Order

Conferences are usually alphabetized by name in the Conferences List. However, you may want to change that order. Perhaps you have a very important conference that should come first in the list, but it can't start with A, such as a Welcome or Guidelines conference. Or, if the conference name has WebBoard or HTML tags (maybe even an image!), WebBoard considers those angle brackets and tag values when it alphabetizes the list. To give you maximum flexibility in the Conferences List, WebBoard lets you order the list any way you want it.

Conference order is determined by a numerical weighting system plus alphabetization—the higher the number, the lower the conference appears in the list. For example, a conference with weight 1 appears in the list above a conference with weight 5. You can specify a number for any or all of the conferences on a board. The numbers you specify override conference alphabetization. If two or more conferences have the same number, those conferences are displayed first by number, then alphabetically. Any number between 0 and 255 is valid.

Tip

You should leave some room between numbers assigned to conferences. Then, when you add conferences, you can easily insert them in the conference order list between existing conferences. For example, you may want to initially weight conferences in multiples of 10: 10, 20, 30, and so on.

To change the order in which your conferences are listed, follow these steps:

1. Log in as WebBoard administrator or manager for the board with the conferences you want to reorder.
2. Click More from the menubar. The More Options menu appears.
3. Click Administrator or Manager, as appropriate. The Administrator or Manager menu opens.
4. Click Conference Order. The Conference Order page appears, as shown in Figure 7-13.

Figure 7-13 Conference Order form

Conference	Weight
Homework	1
Lab work	20
Field trips	30
Student questions	35
Virtual office	40
Internships	50
Reference material	70
Save	

5. Type a number between 0 and 255 in the appropriate Weight field to reorganize your conference list the way you want it.

6. When finished, click Save to apply your changes. The Conference Order page notifies you that your changes have been saved, and the conference list changes to show the effect of your settings.
7. If you need to fine-tune your settings, repeat Steps 5 and 6 until the order is correct.

Managing Mailing Lists

In general, mailing lists don't require management—users can subscribe to whatever mailing lists they choose and unsubscribe at any time. All of this goes on without your intervention. However, WebBoard provides some mailing list management tools:

- You can view a list of all mailing lists (WebBoard administrator) or mailing lists on the current board (board managers) and the users subscribed to each mailing list.
- You can subscribe users to mailing lists.
- You can remove users from mailing lists.

This section describes these mailing list management features. WebBoard also lets you view a list of all mailing lists a particular user is subscribed to and change that user's mailing list subscriptions (Chapter 8 describes this feature). Chapter 5 describes how you can review statistics for a mailing list, including the percent of total users subscribed to a list or the number of messages posted via email.

To manage mailing list subscribers, follow these steps:

1. Log in as WebBoard administrator or board manager to the board that has the mailing list's conference.
2. From the WebBoard menubar, select More. The More Options menu appears.
3. Click Administrator or Manager; the option available to you depends on your authority level. The Administrator or Manager menu appears.
4. Click Manage Mailing Lists. The Mailing List Management page appears, as shown in Figure 7-14.
5. Select the mailing list you want to work with in the drop-down list, which includes all the mailing lists (WebBoard administrator) or those on the current board (board manager). Both the mailing list name and the conference name appear in the list. As soon as you select a mailing list, the Subscribers to *MailingListName* page appears, which shows all users who are subscribed to the mailing list.

Figure 7-14 Mailing List Management page

Mailing List Management [Help](#)

Select Mailing List

Specify the mailing list name from the list:

Select a mailing list...

6. To subscribe users to the mailing list, click Show User List. The Select Users form appears in the left frame. You use Select Users to find the users you want to subscribe to the mailing list. Administrators can find any user with an account on the WebBoard site, including users on other boards; managers can find users on the current board.
7. Search for users by first or last name or login name; search by first letter of last name; or list all users, as follows:
 - To search by first or last name or login name, select First, Last, or Login, enter the text to search for, and click Search. WebBoard tries to match the text you enter with the information in the selected category on the user profiles. You don't have to enter a complete word.
 - To display a list of all users whose last name starts with a given letter, click a letter in the Show by Last Name area.
 - To list all users, leave the textbox empty and select First, Last, or Login to tell WebBoard what to use in alphabetizing the list. For example, click Login to sort the list alphabetically by login name. Click Search. If there is a large user base, it can take several minutes to display the list.
8. Select the users to subscribe to the mailing list from the list generated by the search. As you click a name, it appears in the Subscribers list. Continue clicking names until you have added all the users. If the list returned by the first search does not include all the users you want to add, search again and add names from the new list.
9. To remove a user from the list of mailing list subscribers, click the name.
10. Click Submit to save changes to the mailing list subscribers.

Verifying Messages

Conferences where “Automatically verify new posts” is turned off require a conference moderator (or board manager or WebBoard administrator) to approve any new message before it will be visible to conference participants. This allows the

moderators to monitor, or exercise editorial control over, what messages are posted in a conference. A moderator can verify, add, delete, and edit messages in a conference.

Users in conferences requiring message verification can post messages (both to new and existing topics), but the moderator decides whether to post the message, discuss the matter with the user personally, or request that the user rephrase the message. Unverified messages appear to the conference moderator in the Conference List followed by a check mark. Once the moderator approves the message, the check mark is removed and the message is available to all conference members.

Consider these issues when setting up a conference that requires message verification:

- Verification helps keep the discussion on track. If you have users who tend to get off the subject, or you have a specific goal in the conference, a moderator can keep the users and messages focused.
- You may want to encourage users participating in conferences requiring verification to use the Watch Topic/Watch Conference feature to be notified by email when a new message (in this case, a verified message) has been posted to the watched topic or conference.
- Verification provides an impartial review of messages. This means that the moderator should be someone who has the authority—both the access privileges and the respect of conference participants—to ask contributors for clarity, focus, or revisions to a proposed posting, or to deny the posting altogether. A wise moderator uses these tools carefully, so that all legitimate sides of an issue get a hearing. An overly directive moderator will chase users away from a conference.
- The moderator should be known to conference participants. One way to accomplish this is through the conference profile or an introductory topic and message describing the moderator, the conference purpose, and any guidelines for postings. The clearer this information is up front, the fewer problems the moderator will encounter.
- The moderator must have easy access to WebBoard, whether over the Internet, on an internal network, or directly on the local host computer. The moderator should also have the time (and desire) to commit to the conference. Reviewing new messages regularly and posting and rejecting them are essential for a healthy WebBoard conference. Users will not return to a conference that never changes.
- Conferences requiring message verification can also be private. This means that only certain users can participate in the conference. In a private conference,

the moderator controls who can participate and must add each eligible user manually as described earlier in “Moving Conferences and Messages.”

Users post messages to conferences requiring verification just as they would to any public or private conference. However, the moderator must first verify messages before they appear to other users.

To verify conference messages, follow these steps:

1. Log in as a moderator (or WebBoard administrator or board manager).
2. In the Conferences List, locate each unverified message. Unverified messages have a red checkmark to the right of the message.
 - Finding them is easier when viewing only new messages. Click New at the top of the conference list.
 - You may need to scroll to the right edge of the frame to see the red checkmarks.
3. To read, edit, or delete the message, click it in the Conferences List. The message appears in the message window. If the posting is acceptable, click Post. If not, you can edit or delete the message by clicking the appropriate command in the message window. To send email to the message author, click Email Reply.
4. To verify the message, click the red checkmark to the right of the message. Until you verify these messages, they can't be seen or read by other users, except the person who posted the message.

Tip

If you verify messages once a day, a quick way to get a list of messages to be verified is to select Today's Messages from the More Options menu.

Retrieving and Deleting Archived Messages

For conferences configured to have WebBoard automatically archive messages, you may need to retrieve an archived message and repost it to one of your conferences as a new topic. You may also want to delete all archived messages to reduce clutter on your system. The Archived Messages window displays a list of all archived messages from which you can retrieve a specific message or delete all archived messages for the conference. Once deleted, though, messages can no longer be retrieved.

Note

You cannot delete individual archived messages.

To retrieve an archived message or delete all archived messages, follow these steps:

1. Log in as WebBoard administrator, board manager, or conference moderator for the appropriate board.
2. Click More from the menubar. The More Options menu appears.
3. Click Administrator, Manager, or Moderator; the option available to you depends on your authority level. The Administrator or Manager menu appears for these two levels. If you're a moderator, you're presented with a list of conferences for which you have these privileges; skip to Step 5.
4. Click Manage Conferences. The Manage Conferences page appears.
5. In the Select column, click Archive to the right of the conference name that contains the message you want to retrieve. The Archived Message list opens, showing all the archived messages in that conference.
6. Locate the archived message you want to retrieve. WebBoard displays the topic of each archived message. You can view the entire contents of a message by clicking the message topic.
7. To retrieve the message, click Retrieve to the left of the message you want. WebBoard notifies you that the message has been retrieved. The message is immediately posted as a new topic in that conference. You may want to move it to another topic, as described in "Moving Conferences and Messages."
8. To delete all archived messages in this conference, click Permanently Delete all Archived Messages in this Conference. WebBoard asks you to confirm the deletion. Click Yes to confirm, No to cancel the action.

Generating Static Archives

WebBoard 5 includes a utility for creating static archives of conference messages. These archives can be in plain HTML or in HTML Help (compiled HTML). Generating static archives of conferences allows you to preserve information for other uses. For example, a conference used for a specific project may not need to remain active past the project's completion, but the information could be useful for future projects. Creating a static archive and posting it for easy review solves the problem.

The WebBoard Archive Creator is a Windows-based utility that lets you connect to the WebBoard database and select one or more conferences to archive. The archive includes all messages from the selected conferences, as well as an optional list of users for the associated board, and a list of all file attachments. You can also modify the template files used to create the archives or modify the resulting archive.

Note

Creating a static archive has no effect on the status of WebBoard conferences or messages. It does not remove the conference or the messages from the board. To complete these tasks, see the appropriate sections in this chapter.

Archive Formats

The WebBoard Archive Creator lets you choose one of two formats:

Static HTML

This format creates a set of HTML files with links that retain the original structure of the conference (or conferences). The archive has a home page with links to a list of the board's users (optional), a list of the file attachments in the conference (optional), and each conference in the archive. Clicking a conference link displays a page listing all the topics in the conference, which are also links. Other navigation links let users move through the archive easily.

A static HTML archive files are stored in the *WebBoard\WBAC\Work* folder. Once you create a static archive, you should move or copy this folder to another name and or location—preferably one that is available on your web server. Each time you create a static HTML archive, the files in the *Work* folder are overwritten.

HTML Help

The compiled HTML, or HTML Help, format creates a single file with the entire contents of the conference or conferences you selected to be archived. The compiled file displays the results in the standard HTML Help two-pane window format with a navigation tree on the left and the message content on the right (the view is user-selectable, however). You can create the archive with an optional list of board users and an optional list of file attachments. The file attachments are included in the compiled file.

HTML Help archives are stored in the *WebBoard\WBAC\Archive* folder and named for the board with the extension *.chm*, by default. You can select a different name and location during the archive creation process.

HTML Help is a format developed by Microsoft. To use the HTML Help archive feature, you must have Microsoft's HTML Help Workshop installed on your system. You can obtain this workshop from Microsoft.

Modifying the Archive Appearance

Both static and compiled archives use template files and a cascading style sheet to format the resulting archive. The template and style sheet files are stored in the *WebBoard\WBAC\Common* folder. You can modify the HTML in these files to produce the appearance you want for your archives. Some of these files are used

by both formats, while others are used only by one, as described Table 7-1. You can edit these files with any text or HTML editor, as described in “Editing WebBoard’s HTML, Help, and Text Files” in Chapter 11.

Table 7-1 WebBoard Archive Creator Template and Style Sheet Files

<i>Filename</i>	<i>Used for</i>
wbarchiv.css	Cascading style sheet used by both archive formats. Change fonts and other HTML tag attributes here.
users.tpl	The list of board users associated with the conference; this file is used by both formats.
attachlist.tpl	The list of file attachments associated with the conference; this file is used by both formats.
forum.tpl	The list of conferences included in the archive; this file is used by both formats.
msglist.tpl	The list of messages in an archived conference; used only by the static HTML format.
index.tpl	The home page; used only by the static HTML format.
webboard.tpl	The HTML Help project file; used only by the HTML Help format.
toc.tpl	The list of messages in an archived conference; used only by the HTML Help format.
welcome.tpl	The home page; used only by the HTML Help format.

You can further modify the resulting archive files, as follows:

- For static HTML archives, edit the files that make up the archive or the cascading style sheet. You should keep a backup of the original files, just in case. Always test your changes in a variety of browsers.
- For HTML Help archives, edit the HTML Help project file (the *.hhp* file in the *WebBoard\WBAC\Work* folder). Double-click the file to open the project in HTML Help Workshop, where you can modify all aspects of it. After editing, you will need to recompile the project file to create a new *.chm* file. Refer to the HTML Help Workshop online help for further instructions.

Using the WebBoard Archive Creator

The WebBoard Archive Creator is installed with the primary WebBoard installation. At that time, the database connection is configured and should not need to be adjusted. You should run the WebBoard Archive Creator from the same computer on which the primary WebBoard is installed.

Note

You can run WebBoard Archive Creator from a system that is not a primary WebBoard system if 1) on the system running WebBoard Archive Creator, you configure a DSN to the database, and 2) if the WebBoard site is configured to use UNC paths for the conference and upload folders. This configuration, although possible, is not recommended.

To create either static HTML or HTML Help archives using the WebBoard Archive Creator, follow these steps:

1. Choose WebBoard Archive Creator from the WebBoard folder on the Start menu.
2. Choose Connection and then Open from the File menu to open the database connection. You are asked to confirm the database connection and the username and password. These should be already supplied by default. If not, or need to change them, do so. Once the connection is established, a list of all boards on the site appears in the Boards column.
3. Highlight the board with the conference or conferences you want to archive. The conferences for that board, along with total message counts and descriptions appears in the Conferences list.
4. Highlight one or more conferences to include in the archive.
5. From the Options menu, choose to include or not include a user list and/or a file attachment list in the archive. You can also choose to display the archive after it is created. Doing so is recommended.
6. From the File menu, choose Make Archive As and then choose one of the following:
 - HTML Help to create an archive composed of a single compiled file.
 - Static HTML to create an archive composed of individual HTML files that works with any browser.

Note

You can also choose the archive format from the conference's context menu.

7. If you choose HTML Help, you are asked to provide a filename and location for the resulting archive file. Do so and click Save.
8. If you chose to have the archive displayed when complete, it does so now. For static HTML archives, a browser opens to the archive home page. For HTML Help archives, an HTML Help window opens to the main page.
9. If you created a static HTML archive, be sure to move the files from the *Work* folder before creating another archive; otherwise the files are overwritten.

Editing Conferences

From time to time, you may need to change the settings for a conference. For example, you may want to modify the conference description, add or remove moderators, enable or disable Chat, limit the size of attached files, and so forth. Moderators can edit any conference for which they are responsible; board managers can edit any conference on their board; and administrators can edit all conferences.

This section identifies issues you need to consider in making changes to established conferences. For details on all the options available on the Edit Conference form, see “Adding Conferences.”

To edit a conference, follow these steps:

1. From the WebBoard menubar, select More. The More Options menu appears.
2. Click Administrator, Manager, or Moderator; the option available to you depends on your authority level. The Administrator or Manager menu appears for these two levels. If you're a moderator, you're presented with a list of conferences for which you have these privileges; skip to Step 4.
3. Click Manage Conferences. The Manage Conferences page opens, as shown in Figure 7-15.

Figure 7-15 Manage Conferences page

Manage Conferences

Click on the conference name to view its profile, or select an action to perform on that conference.

Conference	Select
Homework	Archive Delete Edit Users Moderators
Lab work	Archive Delete Edit Users Moderators
Field trips	Archive Delete Edit Users Moderators
Student questions	Archive Delete Edit Users Moderators
Virtual office	Archive Delete Edit Users Moderators
Internships	Archive Delete Edit Users Moderators
Reference material	Archive Delete Edit Users Moderators

[Move Conferences](#) | [Add Conference](#)

This page lists each conference with the conference name and a set of available actions (Archive, Delete, Edit, Users, Moderators). The conference name is a link that takes you to the conference profile. Links at the bottom of the list allow you to move a conference to another board (WebBoard administrators

only) or add a new conference (WebBoard administrators and board managers).

4. In the Select column, click Edit to the right of the conference name you want to edit. The Edit Conference form opens, listing the current settings.
5. In the Conference Name section, make changes as desired while noting that you may want to consider the implications and anticipate the consequences of renaming a conference that has a mailing list. Mail sent to that conference will bounce if the conference has been renamed.
6. In the Mailing List section, make changes as desired while noting that:
 - If you add mailing list support, notify your users so they can take advantage of the feature.
 - If you remove mailing list support, notify your users so they don't interpret lack of mail as meaning no one is posting.
7. In the Newsgroup section, make changes while noting that if you add newsgroup support, notify your users so they can take advantage of the feature.
8. In the Archiving section, make changes as desired while noting the following:
 - Deleted messages are removed. Archiving is the only way to preserve messages.
9. In the Settings section, make changes as desired while noting that:
 - If you change to verifying new messages, be sure to alert users who will otherwise wonder why others do not see their just-posted messages.
 - If you change from a private to public conference, let participants know that what they post is now public.
 - If you want to change to a private conference, for information on how to authorize users, see "Adding Users to Private Conferences."
 - Changing the conference to read-only might frustrate users accustomed to posting here. Alert users to the change and direct them to another conference where they can post messages on the same subject, if there is one.
10. In the Active Links and Images section, make changes as desired while noting that:
 - Alert users to any changes to allowing active links or active images in messages. This will enable them to either take advantage of the new feature or plan messages without it.
 - If you turn off active links or active images, previous active links are no longer active and images do not appear, just the URL.

11. The Chat Settings section appears if the board supports chat. Make changes as desired while noting that:
 - If this conference is the only one with chat enabled, disabling chat here will remove chat from the board.
 - Be sure to alert users if you enable chat so that they will use it.
12. In the File Attachments section, make changes as desired while noting that:
 - If you decide to allow file attachments, alert users to the new feature so they can take advantage of it.
 - Make sure users know of any changes to the number of attachments allowed per message, to the file size allowed, or to how inline images will be displayed.
13. Click Save when you complete your edits. A message indicates that your edits for that conference have been saved.

Deleting Conferences

From time to time, you may need or want to delete a conference for some reason—lack of interest, completed project, or subject covered in other conferences. WebBoard administrators or board managers can delete conferences.

Warning

Once you delete a conference, you can't retrieve it or its messages. You may want to consider the implications and anticipate the consequences of deleting a conference that has a mailing list. Mail sent to that conference will bounce if the conference no longer exists. To preserve the content for future use, create a static HTML or HTML Help archive of the conference before deleting it.

To delete a conference, follow these steps:

1. Log in as WebBoard administrator or board manager for the appropriate board.
2. Click More from the menubar. The More Options menu appears.
3. Click Administrator or Manager; the option available to you depends on your authority level. The Administrator or Manager menu appears.
4. Click Manage Conferences. The Manage Conferences page appears.
5. On the Manage Conferences page, locate the conference you want to delete.
6. Click Delete in the Select column to the right of the conference name. WebBoard prompts you to confirm the deletion. Remember:
 - If the conference has a mailing list, have you anticipated the consequences?

7. If you are sure you want to delete this conference, click Yes. To cancel this action, click No, and the conference will not be deleted.

8

Managing Users

Once you've set up your WebBoard conferences, you need users to participate in those conferences. WebBoard lets you grant various levels of authority and access to WebBoard users. For the most part, your users will be able to read and post messages. However, you may decide to give some users special privileges to moderate conferences or to manage entire boards, including conferences. If you are hosting boards for other people, you may want to give them manager or moderator privileges. Or, if your WebBoard is running on an intranet, you may want to let each department choose a manager or moderator, though only you, as WebBoard administrator, can actually assign manager status.

WebBoard maintains its own user login name and password database, which is distinct from the user database for the operating system, network, or web server. Users can self-register and create their own login names and passwords when they log in for the first time. Or, a WebBoard administrator or a board manager can add users to the WebBoard database. As you might expect, no-auth boards (those that require no login) do not save usernames in the database.

In addition, WebBoard can be set up to use either users' real names or login names to identify them in WebBoard postings and user profiles. You may want to use login names to ensure some amount of privacy or anonymity for your users. If not, users can maintain some anonymity by making up a fictitious "real name" for WebBoard use.

This chapter first discusses the different user types. Then it covers instructions for adding users, editing their profiles and mailing list subscriptions, searching for users, viewing lists of users and their WebBoard habits, and deleting users.

Understanding User Types

There are six types of WebBoard users, each with a different level of privileges and security. In descending order, these are WebBoard administrator, board manager, conference moderator, user, guest, and unauthenticated user. WebBoard administrators have complete control over the entire WebBoard site, including all boards, conferences, and users. Board managers have control over an entire board and can add or delete conferences and users on that board. Moderators have control over specific conferences on a board. Users can read and post messages, while guests can only read messages. Unauthenticated users are sort of a hybrid between users and guests. They can only visit specially designated no-auth or ASP boards in a sort of anonymous mode, but if they want to post a message, they must identify themselves. Figure 8-1 shows this structure so that you can see the overall user and privilege hierarchy.

To illustrate how you might implement WebBoard user management, let's look at a medium-sized software company that provides customer service and technical support. One board is used by the customer service department. The WebBoard administrator creates a new board for technical support (creating boards is covered in Chapter 6, *Managing Boards*) and appoints managers over each of the two boards, in this case, the respective department heads. The managers create conferences for each of their boards and assign moderators over specific conferences. The administrator creates a third board for the sales department requiring no login (authentication) at all.

The customer service department maintains moderated conferences for its customers to post questions regarding new products, price, availability, and shipping dates. The department manager moderates a read-only conference to publish official information for customers. The department also has internal conferences for staff who want to track down specific questions and other service-relevant information. These internal conferences are private, limited to department staff, so their messages can't be seen by the public. In using the boards, employees save time, direct attention to more high-priority concerns, and reduce the backlogs that otherwise occur. Service and salespeople on the road stay in the loop by subscribing to the conferences' mailing lists.

The technical support department uses public conferences for users to post and reply to issues while maintaining private conferences for the staff to keep track of software bugs and customers' questions. A moderator maintains a public read-only knowledge base conference for users to access. Tech support uses the chat feature internally while they answer telephone queries, so that they can collaborate online

Figure 8-1 WebBoard user hierarchy

	WebBoard Administrator	Manager	Moderator*	User	Guest	No-Auth Users
WebBoard Site						
Add Administrators	●					
Edit System Settings	●					
Edit Server Settings	●					
Edit Email Settings	●					
View WebBoard Statistics	●	◐				
Boards						
Add Board(s)	●					
Edit/Delete Board(s)	●					
Edit Conference Order	●	◐				
Change Board Appearance	●	◐				
Cycle/Download HTTP Logs	●	◐				
Assign/Remove Board Manager(s)	●					
Add/Manage Board Users	●	◐				
Add Existing Users to Closed Boards	●					
Conferences						
Add Conferences	●	◐				
Assign/Remove Conference Moderator(s)	●	◐				
Add/Remove Conference User(s)	●	◐	◐			
Edit Conferences	●	◐	◐			
Move Conferences to Another Board	●					
Delete Conferences	●	◐				
Manage Mailing Lists	●	◐				
Enable/Disable Chat Log(s)	●	◐	◐			
Messages						
Read Messages	●	◐	◐	◐	◐	◐
Search Messages	●	◐	◐	◐	◐	◐
Post Messages	●	◐	◐	◐		◐**
Attention: Messages	●	◐	◐			
Edit/Delete Messages	●	◐	◐	◐		
Edit/Delete Others' Messages	●	◐	◐			
Verify Messages	●	◐	◐			
Move Messages	●	◐				
Features and Options						
Access to All Menubar Buttons	●	◐	◐	◐		◐
Edit Your Profile	●	◐	◐	◐		
Email Notify	●	◐	◐	◐		
Mailing Lists	●	◐	◐	◐		
Newsgroups	●	◐	◐	◐		
Chat	●	◐	◐	◐		◐
Page	●	◐	◐	◐		
Current Users	●	◐	◐	◐	◐	◐
Today's Users	●	◐	◐	◐	◐	◐
Search Users	●	◐	◐	◐	◐	
Top 10 Users	●	◐	◐	◐	◐	
Top 10 Posters	●	◐	◐	◐	◐	

continued...

Figure 8-1 WebBoard user hierarchy (continued)

	WebBoard Administrator	Manager	Moderator*	User	Guest	No-Auth Users
New Messages	●	◐	◐	◐		
Today's Messages	●	◐	◐	◐	◐	
Conference Profiles	●	◐	◐	◐	◐	◐
List Boards	●	◐	◐	◐		
Login Again	●	◐	◐	◐	◐	

● has unrestricted privileges

◐ has privileges for assigned board or conference

Footnotes:

* Moderators aren't recognized on "no-auth" boards and therefore have the same privileges as any unauthenticated user

** Unauthenticated users are prompted for name and email address before they post message

with coworkers to solve user problems. With WebBoard's conferencing system, management stays in sync with customer interests and concerns, and consequently provides better service.

The sales department's ASP board presents product information and FAQs without asking identities unless the casual visitor wants to ask a question or post a message. The sales department claims that removing the chore of self-registration is less threatening to initial visitors and thus generates more frequent and longer visits to their board. Sales also hosts weekly chat sessions featuring a guest or customer with a success story about one of the company's software products.

The following sections describe each type of WebBoard user.

WebBoard Administrator

One or more WebBoard administrators oversee the entire WebBoard installation. Administrators can change sitewide settings such as mail server and web server configurations; administer the ODBC database connection; add, change, and delete boards; add, delete, and edit users; send broadcast messages or bulk mail to all users systemwide; add, edit, and delete conferences; move conferences from one board to another; manage conference mailing lists; change conference settings; and dictate the order conferences appear in the conference list. Administrators can assign one or more managers over boards and one or more moderators of specified conferences (except those on no-auth boards). WebBoard administrators are also automatically made administrators of the chat server and have full privileges in all chat rooms. See Chapter 9, *Managing Chat* for more information about privilege levels in chat rooms.

One administrator account is established during WebBoard installation—the primary WebBoard administrator—and cannot be deleted. Only the primary WebBoard administrator can edit other WebBoard administrator accounts, as described in Chapter 5, *Managing Your WebBoard Site*.

Manager

WebBoard administrators can assign one or more managers to oversee an entire board. Managers can add, edit, and delete conferences; add, edit, or remove users in private conferences; move messages between conferences; manage conference mailing lists; change conference order in the conferences list; broadcast messages to the board; and review board statistics. In addition, managers can change conference settings and assign moderators to specific conferences. WebBoard administrators can assign or change managers when creating or editing a board (see Chapter 8). Board managers have chat room moderator privileges on all chat rooms associated with the board.

Moderator

A WebBoard administrator or a board manager can assign one or more moderators to oversee specific conferences, except those on no-auth boards. Only administrators or managers can manage the contents of a no-auth board. Moderators have the authority to edit their conferences, as well as to add or delete users from a private conference. Moderators control the messages posted in their conferences. They can verify, edit, and delete messages in conferences—approving or rejecting messages based on the guidelines they establish for the conference. They can determine how often or even whether WebBoard archives messages in their conferences and can retrieve or delete archived messages. A conference moderator is also a chat room moderator if the conference has a chat room. Often a participant in a WebBoard site is a user in most conferences and a moderator in perhaps one or two.

Tip

Administrators, managers, and moderators should consider creating an additional user account for themselves with regular user privileges so that they can experience boards and conferences from a user's perspective.

User

Users are the most common WebBoard participants. Users can log in, read messages, post or mail replies, receive and send attention messages, switch between conferences, page other users, participate in chat, and otherwise be part of WebBoard. Users can participate in moderated conferences, but contributions may be screened (verified) by the moderator. Users can read but not post to read-only conferences, and they can participate in private conferences only if they are on the list of allowed participants. A WebBoard administrator, manager, or moderator can select users for private conferences, as discussed in Chapter 7, *Managing Conferences*. Users can self-register or be added by a WebBoard administrator or manager.

Guest

Guests can read any public, read-only, or moderated conferences, but they can't post messages to the conferences, page other users, or participate in chat. Guest accounts give occasional readers of your WebBoard a mechanism through which they can read and browse without actually setting up an account. The guest account is automatic for boards using cookie authentication. Guest accounts are not supported for boards using basic authentication.

Unauthenticated User

Unauthenticated users (that is, WebBoard doesn't know or track their identity) are somewhat of a hybrid between regular users and guests. They can exist only on boards a WebBoard administrator has designated as requiring no authentication. On these boards, users are admitted immediately with no login page or username/password dialog box. Unauthenticated users can post messages freely. They can include their names and email addresses with each post, although this information is not required for posting a message. Since unauthenticated boards do not record user data, many typical WebBoard features are unavailable, including user lists, user profiles, and opportunities to list other boards and log in as another user.

Adding Users to a Board

Although users can self-register to enter authenticated boards, such boards also allow you to add users directly. On a new site, you may want to add users so you can designate board managers as you create the boards. If the users have no account on any board on the site, you need to create their user accounts with either the Add User Wizard, which walks you through the necessary information, or the Add User form. Users who have a user account on another board will be able to log in with the same username and password to the new board, as long as it is a public board.

If a board is closed, a WebBoard administrator or board manager must add the users directly. If the user already has an account on another board, you can add the user to a closed board by selecting the user from a list of all WebBoard users. Otherwise, you must use the Add User Wizard or the Add User form. The following sections describe how to create new user accounts and how to add existing users to a closed board.

Login Names and Passwords

The rules for login names and passwords have changed slightly in WebBoard 5. These rules allow for seamless integration across all WebBoard 5 features, including chat. The new rules are as follows:

- Login name must be no longer than 30 characters. The first character must be one of A-Z, a-z, {}, [], ^_ (that is, the first character cannot be a number or a hyphen). All other characters must be A-Z, a-z, 0-9, {}, [], ^, \, -, _ (note that most punctuation marks as well as spaces and tabs are prohibited in login names).
- Passwords must be no longer than 20 characters. The password can include any character except single quote, double quote, pipe, space, or tab.

If you are upgrading from a previous version of WebBoard, you may want to encourage your users to make sure their login names and passwords meet these rules. If the login name and password doesn't meet these rules, the user will have to login again whenever he or she enters a chat room and will be asked to make the change. Depending on the size of your user database, you may also want to review it and alert users whose login names and passwords don't meet the new criteria directly.

Adding New Users

Administrators frequently have the responsibility of creating multiple user accounts on intranets. The Add User Wizard is ideal for this job because it lets you add users one after another with basic setup information. It's also useful for adding single users, especially if you're unfamiliar with the process, as it provides detailed instructions. The Add User form lets you add a new user quickly, while specifying details that are unavailable via the wizard. Both methods are available from the WebBoard administrator or board manager menu from the More Options menu.

To add new users, you are required to enter their login name, user (real) name, password, and email address in the appropriate, required fields (indicated by the red dots). Users enter their login name and password when they log in to WebBoard. Note that the type of security you select (cookie or basic authentication) determines how the users log in and whether or not they must enter their password each time. New users can edit their user profiles later to enter personal information such as their home page, hobbies, signature, the default settings for using frames, full topic view, accepting pages, order of topics in conferences, and mailing list format (discussed in "Editing User Profiles," later in this chapter).

Either login names or real names may identify users when they post messages. When adding or editing a board, the administrator dictates whether login names or real names are appended to messages. For boards with self-registration, you might want to let users know which is used before they create a new account. Email addresses also identify users, although users have the option of hiding their email address.

This section walks you through the steps to add users. We recommend that you use the Wizard until you are comfortable with the user information. You must have a JavaScript-enabled browser to use the Wizard.

Note

If you choose not to use the Wizard, click Add User without Wizard on the Administrator or Manager menu. You will be presented with a form with fields to complete.

To add a user with the Add Users Wizard, follow these steps:

1. Log in as WebBoard administrator or board manager to the board to which you want to add users. You must be using the frames interface.
2. Click More from the menubar. The More Options menu appears.
3. Click the Administrator or Manager link from this menu, depending on your user type. The Administrator or Manager menu appears.
4. Click Add Users with Wizard. The Add Users Wizard window opens. Click Next to continue.
5. At a minimum, enter the required information (indicated by the red bullets) in the appropriate fields, shown in Figure 8-2. Note the following requirements for the login name and password:

Figure 8-2 Add Users Wizard form

The screenshot shows a web browser window titled "Add Users Wizard - Microsoft Internet Explorer". The main content area is titled "Add Users Wizard" and contains a WebBoard logo on the left. The form fields are as follows:

- Login name: (red bullet)
- First & Last: (red bullet) (red bullet)
- Password: (red bullet)
- Email: (red bullet)
- City, State:
- Country:

At the bottom of the form, there are two checkboxes: ☐ Add another? and ☒ Send welcome message?. Below the checkboxes are three buttons: "< Back", "Add User >", and "Cancel".

- Login name must be no longer than 30 characters. The first character must be one of A-Z, a-z, {}, [], ^\ _ (that is, the first character cannot be a number)

or a hyphen). All other characters must be A-Z, a-z, 0-9, {}, [], ^, \, -, _ (note that most punctuation marks as well as spaces and tabs are prohibited in login names).

- Passwords must be no longer than 20 characters. The password can include any character except single quote, double quote, pipe, space, or tab.
6. If you have more than one user to add, check the “Add another” checkbox.
 7. To have WebBoard send the user a welcome message (*welcome.txt*), check the “Send welcome message” checkbox. The default message includes their login name and password, along with a welcome message you can adapt. See Chapter 11, *Customizing WebBoard Pages*, for more details.

Note

Welcome messages are sent immediately after each user is added. If you happen to be disconnected from your mail server while adding users, WebBoard attempts to send the welcome messages but does not continue delivery attempts.

8. Click Add User to add the user to the board. Note the following:
 - If you entered an existing login name, the Add Users window reopens so that you can make the necessary corrections to add that user. The login name must be unique across all boards.
 - If you selected the “Add another” option, the Add User page appears again. Repeat Steps 5–8 as necessary to add all your users.
9. When you finish adding users, a summary page appears with information about the last user you entered. Click Finish to complete user additions

Note

Note that a NEW icon appears by each new user's name in various WebBoard user lists.

Adding Existing Users to a Closed Board

Frequently, closed boards draw members from a subset of members from various public boards on the WebBoard site. For example, on an intranet, each department maintains its own public board, but management has some additional closed boards for sensitive personnel or budget issues. In adding members to a closed board, a WebBoard administrator can select users from a list of existing user accounts, a much speedier process than creating a new account for each board member.

Note

Some administrators prefer to create the board as an open board and then email the prospective board members with the URL. After all users have logged in at least once, you can close the board. Then scan the user list to be sure no users slipped through that you don't want on that board, and delete them if necessary.

To add users from another board to the current closed board, follow these steps:

1. Make sure you're logged in as WebBoard administrator on the closed board you want to add users to.
2. Click More from the menubar. The More Options menu appears.
3. Click the Administrator link. The Administrator menu appears.
4. Click Add Users to Board. This link is available only for closed boards. The Users in *Boardname* page appears with a list box showing current board members.
5. To add users to the Board Users list, click Show User List. The Select Users form appears in the left frame. Use Select Users to find the users you want to add as conference members.
6. Search for users by first or last name or login name; search by first letter of last name; or list all users, as follows:
 - To search by first or last name or login name, select First, Last, or Login; enter the text to search for; and click Search. WebBoard tries to match the text you enter with the information in the selected category on the user profiles. You don't have to enter a complete word.
 - To display a list of all users whose last name starts with a given letter, click a letter in the Show by Last Name area.
 - To list all users, leave the textbox empty and select First, Last, or Login to tell WebBoard what to use in alphabetizing the list. For example, click Login to sort the list alphabetically by login name. Click Search.
7. WebBoard lists the names that match the search criteria. WebBoard displays 25 names at a time. Click the Show Next link to see the next batch of names.
8. Select the users to add to the board from the list generated by the search. As you click a name, it appears in the Board Users list. Continue clicking names until you have added all the users you want. If the list returned by the first search does not include all the users you want to add, search again and add names from the new list.
9. To remove a name from the Board Users list, click the name. Removing a user from the board does not remove the user's WebBoard account.

10. Click Submit to add the users in the Board Users list to the closed board.

Searching for Users

Sometimes you'll want to find out more about or complete specific tasks for certain WebBoard users. To locate the user in the database, WebBoard gives you a variety of search options:

- Search by first or last name or email address, location (city/town, state/province, or country), or home page URL.
- Quickly search by first letter of last name.
- List all users on the board.

WebBoard's Search Users form, after you have a completed search, shows each name listed as a hyperlink, which takes you to more information about that user. Users who have new accounts are marked with a NEW icon. Note that while moderators and regular users can perform similar searches, they don't have access to the Edit and Delete links.

Searching by Name, Email Address, Location, or Home Page

With this search method, you enter all or part of the user's first or last name or email address as the search text. You can also search for the location information or home page URL a user may include on the user profile.

To search for a user by name, email address, location, or home page:

1. Log in as WebBoard administrator or board manager to the board on which you want to search for users.
2. Click Search from the menubar. The Search Messages form appears.
3. Click Search Users at the top of the form. The Search Users form opens.
4. Select which category of information to search for—first or last name, email address, city/town, state/province, country, or home page. WebBoard will try to match the text you enter in the next step with the information in the selected category on the user profiles.
5. Enter the letters to search for. You don't have to enter a complete word. For example:
 - You want to find the user whose name is Geoffrey Smith, but you can't remember if the correct spelling is Geoffrey or Jeffrey. In Step 4, you select First Name and now enter *ffrey* in the Search textbox. A list displays each user whose first name contains those letters.

- Alternatively, you could select Last Name in Step 4 and enter *Smith*.
 - Or you want to find all users from educational institutions. Enter *.edu* with Email Address selected to find all users whose email address contains those letters.
6. Click Search. A list displays all the users who match the search string. If you selected Home Page, the URLs appear in the Location column.

Searching by First Letter of Last Name

To search for a WebBoard user by the first letter of the last name:

1. Log in as WebBoard administrator or board manager to the board on which you want to search for users.
2. Click More from the menubar. The More Options menu appears.
3. Click Search Users. The Search Users form opens.
4. Click the appropriate letter from the alphabet below the search textbox. WebBoard displays a list of all users whose last names begin with that letter.

Listing All Users

WebBoard can show you every registered user of the board you're on. This list lets you track board participants, whether they are customers, potential customers, colleagues, or just interested parties. You can display the user list by first or last name, email address, location (city/town, state/province, or country), or home page. New users for this board have a NEW icon next to their names. From this list, WebBoard administrators and board managers can edit a user's profile or delete a user.

To list all WebBoard users by either first or last name or email address, follow these steps:

1. Log in as WebBoard administrator or board manager to the board on which you want to search for users.
2. Click More from the menubar. The More Options menu appears.
3. Click a radio button to indicate how to sort the list. Don't put any letters in the search textbox. For example, select City/Town to have users grouped by the city/town entry on their user profiles.
4. Click Search. WebBoard lists all the users on the board, sorted by user's first or last name or email address, a city or town, state or province, country, or the URL for a home page. Each group is arranged alphabetically. If you selected Home Page, the URL appears in the Location column.

Editing User Profiles

As WebBoard administrator or board manager, you can edit your own or any other user's profile. One important task only you can perform is changing a user's email address if the board requires email address verification. Or a user may forget his password and need a temporary one created (the passwords are masked on the user profile, so you would delete the old one and enter a new one for the user). In editing a user profile, you can update any information you supplied when adding the user.

You will see several settings you didn't see when you added a user with the Wizard or Add User form. These settings allow the user to set up WebBoard to their personal preferences. For example, a user may not want to accept pages or may want to view topics in reverse chronological order. There may also be custom fields if any of the optional memo fields are enabled, as described in Chapter 10, *WebBoard Open Scripting*.

You have a user profile, too, and can adjust those settings to make WebBoard work for you. This section describes how a WebBoard administrator or board manager edits another user's profile.

To edit another user's profile, follow these steps:

1. Log in as WebBoard administrator or board manager to the board on which you want to edit a user's profile.
2. Click More from the menubar. The More Options menu appears.
3. Click the Administrator or Manager link from this menu, depending on your user type. The Administrator or Manager menu appears.
4. From the Management section, click Manage Users. The Search Users form opens, which you use to locate the appropriate user. See the earlier section, "Searching for Users" for details.
5. Once you find the user whose profile you want to edit, click Edit to the left of the name.
6. Make the necessary edits to the user's profile. When you're finished, click Save. The user profile indicates that your edits have been saved for that user.

Tip

User profile summaries include links to edit a user's profile. User profile summaries appear when you click a user's name in a message or in a list of users.

Editing Users' Mailing List Subscriptions

WebBoard administrators and board managers can view the status of a user's mailing list subscriptions and then subscribe the user to additional mailing lists or unsubscribe the user from those currently subscribed to.

To edit a user's mailing list subscriptions, follow these steps:

1. Log in as WebBoard administrator or board manager to any board the user has an account on.
2. Click Search and then click the Search Users link at the top of the Search Messages page. The Search Users form opens.
3. Use the Search Users form to locate the appropriate user, as described in "Searching for Users," earlier in this chapter.
4. Once you find the user whose mailing list subscriptions you want to edit, click the user's name. A brief summary of stats on the user appears.
5. Click Mailing Lists at the bottom of the summary. The Mailing Lists page for that user opens.
6. To subscribe the user to a mailing list, check the box to the left of the mailing list name. The list contains all the mailing lists on the WebBoard site, not just the mailing lists for the current board.
7. To unsubscribe a user from a mailing list, click to remove the check.
8. When the user is subscribed to the correct mailing lists, click Save to save changes.

Editing Users' Watch Lists

WebBoard administrators and board managers can view the status of a user's watch lists for both topics and conferences. You can remove the watched status for a topic and add or remove the status for a conference. Adding watched status for a topic must be done by the user at the specific topic. When a message is posted to a watched topic, WebBoard instantly sends an email notification to the user that a new message has been posted. When a message is posted to a watched conference, WebBoard sends an email notification once a day. In general, users should manage their own watched lists, but may occasionally need help from an administrator or manager.

To edit a user's watch lists, follow these steps:

1. Log in as WebBoard administrator or board manager to any board the user has an account on.

2. Click Search and then click the Search Users link at the top of the Search Messages page. The Search Users form opens.
3. Use the Search Users form to locate the appropriate user, as described in “Searching for Users,” earlier in this chapter.
4. Once you find the user whose watch lists you want to edit, click the user’s name. A brief summary of stats on the user appears.
5. Click Watch Lists at the bottom of the summary. The Watch Lists page for that user opens, showing all watched topics and all conferences for the current board.
6. To stop watching a topic or conference, uncheck the box to the left of the topic or conference name.
7. To start watching a conference, check the box to the left of the conference name.
8. Click Save to save changes.

Viewing User Lists

You can view lists of WebBoard users in a variety of formats. WebBoard makes it easy for you to find out who is on or was just visiting a board, or who has visited a board today. You might want information about current user activity to see whether or not you can take WebBoard offline for unscheduled system maintenance. The list of today’s users gives you a quick picture of activity on a daily (since midnight) basis.

You can also track the top 10 users of your WebBoard, with statistics on the number of times they log in to WebBoard and the number of messages they post. This information can be a way of identifying key customers, opinion leaders, and valuable resources among your WebBoard participants. You can view a list of all WebBoard users from the search function, as described in the preceding section. Any WebBoard user can see these lists by following the procedures described in this section. Users are shown for the board you’re in at the time.

Current Users

From WebBoard’s perspective, *current* means users who are visiting this board at the moment or were there within the past 30 minutes. WebBoard updates the information you see on the Current Users report every minute, so users on this page drop off the list as their departure time goes from 30 to 31 minutes. In addition to their names, you can see where they’re from (if they supplied that information in their user profile) and when they last connected to this board. Users who logged in today for the first time are marked with a NEW icon.

You can page users from the Current Users list by clicking the bell icon to the left of the user's name. Or you might want to use the information about user locations and the duration of their visits to fine-tune board content and attractions to increase appeal and therefore usage. Finally, you'll notice that the QuickStats statistics tell you how many users visited this board today and how many of them are new.

To see the Current Users list, follow these steps:

1. Log in to the board on which you want to see the list of current users.
2. Click More from the menubar. The More Options menu appears.
3. Click Current Users. The Current Users list appears, listing their names, their locations (if available), and when they last connected.
4. To see more detail about a user, click his or her name in the list. From links on the page that appears, WebBoard administrators and board managers can edit the user's profile, delete the user, or change the user's mailing list subscriptions.

Today's Users

Use this option to see who has visited the board since midnight (12:00:01 A.M.). In addition to users' names, you can see where they're from (if they supplied that information in their user profile) and when they last connected to this board. Users who have new accounts today are marked with a NEW icon. You might want to use the information about user locations and the duration of their visits to fine-tune board content and attractions to increase appeal and therefore usage. Finally, you'll notice that the statistics also tell you how many new users there are so far today and how many users are current users.

To see the list of Today's Users, follow these steps:

1. Log in to the board on which you want to see the list of today's users.
2. Click More from the menubar. The More Options menu appears.
3. Click Today's Users. The list of Today's Users appears, listing their names, their locations if provided in their user profile, and when they last connected.
4. To see more detail about a user, click his or her name in the list. From links on the page that appears, WebBoard administrators and board managers can edit the user's profile, delete the user, or change the user's mailing list subscriptions.

Top 10 Users

You can also see the top 10 users, who are determined by the number of times they've logged in to your WebBoard. Thus, the top 10 users may be avid readers, but may never post any messages.

To see the Top 10 Users list, follow these steps:

1. Log in to the board on which you want to see the list of top 10 users.
2. Click More from the menubar. The More Options menu appears.
3. Click Top 10 Users. The Top 10 Users list appears, listing their names and their total logins.
4. To see more detail about a user, click his or her name in the list. From links on the page that appears, WebBoard administrators and board managers can edit the user's profile, delete the user, or change the user's mailing list subscriptions.

Top 10 Posters

You can also see the top 10 posters to learn who is contributing the most heavily to a given board. Although volume doesn't guarantee quality, knowing who is posting messages helps you identify who is a regular participant of your conferences.

To see a list of the Top 10 Posters, follow these steps:

1. Log in to the board on which you want to see the list of top 10 posters.
2. Click More from the menubar. The More Options menu appears.
3. Click Top 10 Posters. The Top 10 Message Posters list appears, listing their names and their total posts.
4. To see more detail about a user, click his or her name in the list. From links on the page that appears, WebBoard administrators and board managers can edit the user's profile, delete the user, or change the user's mailing list subscriptions.

Deleting Users

Occasionally you will need to delete a user. If you're running WebBoard on an intranet, you may need to delete users who leave the company. You may also need to delete disruptive users. Inactivity is another reason to delete users (although another mechanism exists for automatically deleting inactive users, as described in Chapter 5). Deleting a user deletes the user's WebBoard account, removing the user from all boards he or she was a member of. To delete a user

from a closed board without removing the user's WebBoard account, see "Adding Existing Users to a Closed Board."

Posts from deleted users remain on the board; the author appears as "deleted user." To delete these posts, you can search for messages by "deleted user" and delete them manually.

Warning

A deleted user can't be recovered. To reinstate a deleted user, you must add the user again as a new user.

WebBoard administrators and the board managers can delete users. To do so, follow these steps:

1. Log in as WebBoard administrator or board manager.
2. Click More from the menubar. The More Options menu appears.
3. Click the Administrator or Manager link from this menu, depending on your user type. The Administrator or Manager menu appears.
4. From the Management section, click Manage Users. The Search Users form opens.
5. Search for and find the user by whatever means you prefer, as described in the section "Searching for Users," earlier in this chapter.
6. Click Delete to the left of the user's name. WebBoard asks you to confirm the deletion. Deleting users removes them not only from the current board, but from all other boards as well.
7. Click Yes if you want to delete that user. Click No if you don't want to delete that user. If you click Yes, a message indicates that user has been deleted. If you click No, you return to the Search window.

Tip

User profile summaries include links to delete a user. User profile summaries appear when you click a user's name in a message or in a list of users.

9

Managing Chat

WebBoard 5 includes a full-featured, integrated chat server. WebBoard users can seamlessly move from asynchronous communication through posting messages to real-time synchronous communication in a chat room. Chat can be enabled on a per board basis and then allowed on a per conference basis. So, each conference can have its own chat room.

Full integration means that settings for the conference automatically apply to the chat room. For example, the conference moderator is also a chat room moderator. Board managers have moderator privileges for all rooms on the board and the WebBoard administrator has total control over the chat server and all rooms. Other settings that are carried over to the chat room include security: chat rooms for private conferences are open only to members of that conference.

The chat server is installed during WebBoard Setup. A connection to the server is made any time WebBoard starts so that chat is always available when and where you want it and rooms are properly registered. However, you may want to do some further setup such as permanently registering nicknames, configuring profanity filters, and enabling chat transcripts. This chapter includes a configuration reference should you want or need to adjust the default settings.

WebBoard chat includes several clients, ranging from a complex Java client to a very simple HTML client. The default is the Java client, which opens in a separate browser window. The Java client provides a full-range of chat features; however, if your users have trouble loading Java, an alternate HTML client is automatically

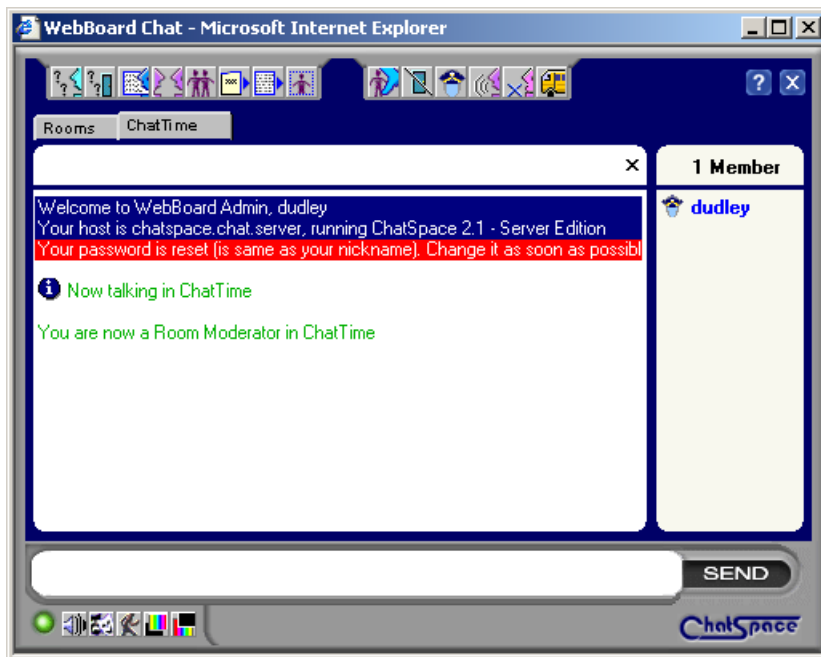
downloaded instead. In the chat window, room moderators see additional buttons in the chat window toolbar for moderating room behavior. Administrators see even more buttons for administering the chat server.

This chapter covers both room moderator and chat administrator privileges and tasks. It also includes a configuration reference for adjusting chat settings. Finally, it covers managing the chat server remotely, via a browser.

Moderating Chat Rooms

A chat room moderator is an owner or manager of a particular chat room. In WebBoard, a conference moderator is also a room moderator for the chat room associated with his or her conference. Board managers are moderators of all chat rooms on their boards and administrators are moderators on all chat rooms on the site. In the user list of the chat window, moderators appear with a small moderator icon to the left of their nickname, as shown in Figure 9-1..

Figure 9-1 Chat room window with one moderator



Room moderators have special privileges and are responsible for ensuring that the rules (or the spirit) of the room are observed. They can change some (or all, depending on the administrator's pleasure) room options, such as who can join the room and how, who can speak in the room, and what the topic of the room is. They can also control activity in the room by adding more moderators, quieting or

removing unruly guests—temporarily or permanently. This section describes these tasks.

Becoming a Room Moderator

In addition to the room moderators automatically assigned by WebBoard privilege level, a regular user can become a room moderator in one of these ways:

Create a room

Room Moderator status is automatically be granted if you create a room.

Be made a moderator of a registered room

Room moderator status is automatically granted to users listed in the Moderator List of a registered room and given a password (on the Room Registration tab of Room Options). Another moderator can add users to the room moderator list, even if they are not conference moderators. You may find this a helpful way to manage a chat room when the conference moderator is unavailable.

Be made a temporary moderator

A moderator can make another user in the chat room a temporary moderator by right-clicking the user's nickname and choosing Give Moderator Status. You can also assign moderator status by highlighting the user's nickname and clicking the Assign/Remove Moderator Status button. When the temporary moderator leaves the room, moderator status is relinquished.

Make yourself a moderator (administrators only)

Although administrators have extensive privileges, they are not automatically granted moderator status in every room they enter. To make yourself a moderator, right-click your nickname and choose Give Moderator Status. You can also highlight your nickname and click the Assign/Remove Moderator Status button. Doing so identifies you to other room members as a moderator.

Setting Room Options

Room moderators (including board managers and administrators) can control the operation of a particular room through Room Options. To change room options, follow these steps:

1. Click the Room Options button in the chat window toolbar (the second button from the left). The room property sheet opens, with the Room Options tab displayed, as shown in Figure 9-2.
2. On the Room Options tab, change any of the following settings (note that the administrator may have changed which options are available to you):

Figure 9-2 Room Options for the current chat room

The screenshot shows a window titled "Room : homework" with two tabs: "Room Registration" and "Room Options". The "Room Options" tab is active. The interface includes the following elements:

- Topic:** A text field containing "This is the Homework Chat Room".
- Room Properties (Checkboxes):**
 - ☐ Secret
 - ☐ Only owner may change room settings
 - ☐ P2P chat only with moderators
 - ☐ Members Only
 - ☐ Strict-Moderation (must have voice to speak)
 - ☒ Topic changeable only by room Moderator
 - ☒ Block External Msgs
 - ☐ Invite-only
- Password to Enter:** A text field.
- Max Occupancy:** A text field.
- Room Bans:** A section with a large empty text area, a "Delete" button, and two smaller text fields with "Ban nickname" and "Ban Domain" buttons.
- Quiets:** A section with a large empty text area, a "Delete" button, and two smaller text fields with "Quiet Nickname" and "Quiet Domain" buttons.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

Topic

Information entered is shown on the top line of the Java chat client following the name of the room (just under the tabs). The topic is also listed on the Rooms tab of the chat window.

Secret

If the room is set to secret, it will not be displayed in the list of Rooms unless the person viewing the list is an Administrator or a member who has been given access. Chat rooms associated with private conferences are secret by default.

Owners only may change settings

Prevents moderators from making changes to the room settings. Moderators are still allowed to kick, ban and quiet members.

P2P chat only with moderators

If checked, allows person-to-person chat in the room only between moderators, not between regular users.

Members only

Only people listed in the members list (in the configuration) may enter the room. For chat rooms associated with public conferences, all board members are members; for chat rooms associated with private conferences, only conference members are allowed.

Strict-Moderation

Allows only room moderators and people who have been given Strict Moderation Voice by a moderator to speak in a moderated room.

Topic changeable only by room moderator

With this option set, only another moderator can change the room's topic. Without being set, anyone who is in the room can change the topic. This setting is on by default.

Block external msgs

With this option set, only people who are in the room can speak in it. Without it, anyone on the entire server can talk to the room. This setting is on by default.

Invite-Only

When a person attempts to join an Invite-Only room, the Moderator will be informed and can grant access. See “Controlling Access to a Room,” below. This setting does not apply to administrators.

Password to enter

Only persons given the room password are allowed access. If you select this option, you must also enter a password. See “Controlling Access to a Room,” below.

Maximum occupancy

Enter the number of maximum members to be allowed in a room at one time into this field. When the number of members has reached maximum occupancy, no one else can enter the room until someone leaves or the number in the Max Occupancy field is increased.

3. When you have made all the changes desired, click OK.

Controlling Access to a Room

By default, chat room access is controlled by WebBoard. Public conferences have public chat rooms while private conferences have private chat rooms. Chat room access is also controlled by the board type (open or closed) and by the overall WebBoard user database.

However, you may want to modify the default access scheme to allow or deny user participation on a different basis. The following access options are available:

Members only

A Members Only room maintains a list of members who are allowed to access the room. No others may enter. The member list is near the bottom of the Room Option window's first tab. To set the room to members only, check the Members Only box on the Room Options tab (see Figure 9-2). This is the WebBoard default.

Password protected

A password-protected room requires that a user provide the correct password to enter the room. If the user does not know the correct password, he or she is denied access. To set the room to be password-protected, type the password in the Password to Enter field on the Room Options. Make sure to let users know the password.

Invitation only

An invitation only room requires users to be invited to enter the room. When a user attempts to enter the room, he or she is notified that the room is invite-only and is offered the chance to knock for entry. If the user chooses to knock, all moderators currently in the room receive the knock notification and can either ignore it or allow the user to enter. To set the room to Invitation only, check the Invite-Only box on the Room Options tab.

Controlling Chat Room Activity

In their assigned chat rooms, room moderators have the ability to manage the room content and remove or mute disruptive members. They can also carry on private chats with other moderators, a feature that enhances room control. This section describes these management tools.

Using the moderator buttons

Room moderators (including board managers and administrators) have an extra set of buttons in the chat window toolbar. Table 9-1 shows each button, what it does, and how to use it.

Note

Administrators see additional buttons in this toolbar, which are discussed in “Using Administrator-Only Features.”

Table 9-1 Chat room moderator toolbar buttons

Button	What it does and how it is used
	Kick a Member from the Room Highlight the nickname of a disruptive room member and click this button to remove the member from the room. The user can reenter at will.
	Add/View/Delete Room Bans Click this button to see a list of users banned from chat for this room. You can add or remove a user on the list. Adding the user prevents him or her from entering the room (but not other rooms). Removing the ban allows the user to enter the room.

Table 9-1 Chat room moderator toolbar buttons (continued)

<i>Button</i>	<i>What it does and how it is used</i>
	Assign/Remove Moderator Status To add a temporary moderator to a room, highlight the member's name in the Member's List, and click this button. To remove moderator status, repeat this process.
	Give/Take Voice In a strictly moderated room, members are unable to speak. To give a member a voice, highlight his or her name and click this button. To take the voice away, repeat the process.
	Give/Take Quiet To prevent a member's text from displaying in the room, highlight the member's name and click this button. This feature helps you control unruly members. To allow the member's messages to be seen, repeat this process.
	Tour Member You can send a member on a tour of another chat room or a web page. To do so, highlight the member's name, click this button, and enter a destination location.

Sending messages to other room moderators

Room moderators can send messages in the chat window that are displayed only to other moderators. This feature allows moderators to discuss how to handle the room. For example, the moderators can direct a celebrity chat or can decide what action to take with a disruptive member.

To send a message to other moderators in the room, do the following:

1. Type your message in the message field.
2. Click and hold the Send button.
3. From the message routing menu, choose To Moderators. The message is displayed in the chat window with a comment that it is to the room's moderators. If you do not see this comment, your message is visible to all members.

Note

If you are an administrator and have not made yourself a moderator for this room, the To Moderators option does not appear on the message routing menu. You must make yourself a moderator to use this feature.

Dealing with inappropriate chat room behavior

If a member violates the established rules of the room or becomes disruptive, room moderators have several options for handling the situation:

Quiet the member

Quieting a member removes that member's ability to speak in the room. A special indicator appears to the left of the member's nickname in the members list to indicate he or she has been quieted. To quiet a member, highlight the member's nickname in the members list and click the Quiet button. The Quiet button is a toggle. To remove the quiet status from a member, select the member in the list again, and click the Quiet button.

Kick the member out

If stronger measures are called for, you can kick the member out of the room. Note that he or she is free to return. To kick a member out of the room, highlight the member's nickname in the members list and click the Kick button. The member's nickname is removed from the members list.

Ban the member

The strongest measure you can take against a member is to ban him from the room. Banning the member kicks him out of the room and prevents him from returning. To ban a member, highlight the member's nickname in the list of members and click the Add/View/Delete Room Bans button. A window appears with options for banning the member by nickname or by domain. As you choose how to ban the user, note the following:

- If you ban by nickname, it affects only that member; however, he can easily evade the ban by using another nickname to enter the room. If the chat site requires that all members be registered, then this choice may be effective.
- Banning a member by domain keeps him from returning as long as he continues to use the same ISP, and thus has the same domain name in his address. This choice also bans any other users from that ISP from entering your room. Use ban by domain should cautiously when the member is using a large ISP (such as AOL).

Once you've decided how to ban the user, click the appropriate button and then click OK to close this window. You can later remove the ban by opening this list and deleting the member from the bans list.

Contact an administrator

If a user continually evades your bans and continues to disrupt your chat room, contact an administrator. An administrator has stronger measures available to prevent users from chatting in WebBoard at all (see "Using Administrator-Only Features," below). To locate an administrator, type `/ADMIN` in the message field and click Send. The `/ADMIN` command displays contact information for the administrator and lists which of them are currently online. Click the Members List button and initiate a person-to-person chat with an administrator to resolve the problem.

Regaining Control of a Room

If you lose control of a room and cannot enter it because of a ban or other setting, you can regain control of it using the */RESET* command, with one of two options:.

/RESET (by owner recognition)

If you are still listed as an owner of the room in the Room Options' Members List, enter the command */RESET #YourRoomNameHere* in the message field. This command resets all settings and removes all bans. You may then enter the room and regain control of it.

/RESET (by room owner password)

If your nickname has been removed from the Room Options' Members List, you can still regain control of your room. If there is a room owner password on the Room Registration tab, enter the command */RESET #YourRoom-NameHere YourRoomOwnersPasswordHere* in the message field. This command resets all settings and removes all bans. You may then enter the room and regain control of it. If you have not set a room owner password (or if it has been deleted or changed since you lost control of the room), you may not use this command. Contact an administrator to assist.

Using Administrator-Only Features

Advanced, more powerful features are reserved for administrators. Administrators are responsible for ensuring smooth operation of the entire server. An administrator has the ability to disconnect disruptive members from the chat site (that is, kill them). If the situation warrants, the administrator can prevent the member from signing back onto the server by implementing a server ban. Administrators can also view secret rooms and invisible members. They can enter any room regardless of options and cannot be kicked or banned from a room.

This section describes features available only to administrators. Refer to "Moderating Chat Rooms" for other features available to administrators in their moderator-level capacity.

Note

Chat servers often have an additional layer in the privilege hierarchy—operators. WebBoard does not include operators as a separate class between moderators and administrators; rather WebBoard combines all operator and administrator privileges into the administrator class. Any references to operators (or Ops) in the chat administrative interface apply to administrators only.

Viewing Server Messages

The chat server regularly reports information about its activity and status. These are reported in the system messages. You may find these messages helpful for diagnosing problems or reviewing activity. To display the system messages in a third tab in the chat window, click the Chat Options button in the toolbar, and then click Messages.

Routing Messages to Specific Groups of Users

Administrators can send messages in the chat window that are displayed to specific groups of users:

All users

This option allows you to send a message to every current member of a chat room. This broadcast capability is useful for informing members of special events or system maintenance that may affect their chat session.

All admin/ops

This option allows you to send a message to all the other administrators. The message is hidden from any non-administrator users and is useful for staff management and event choreography.

To send a message to a specific group of users, do the following:

1. Type your message in the message field.
2. Click and hold the Send button.
3. From the message routing menu, choose one of the following:
 - To All Users. The message is displayed in the chat window with a comment that it is for all users.
 - To Admin/Ops. The message is displayed in the chat window with a comment that it is a global. If you do not see this comment, your message is visible to all members.

Note

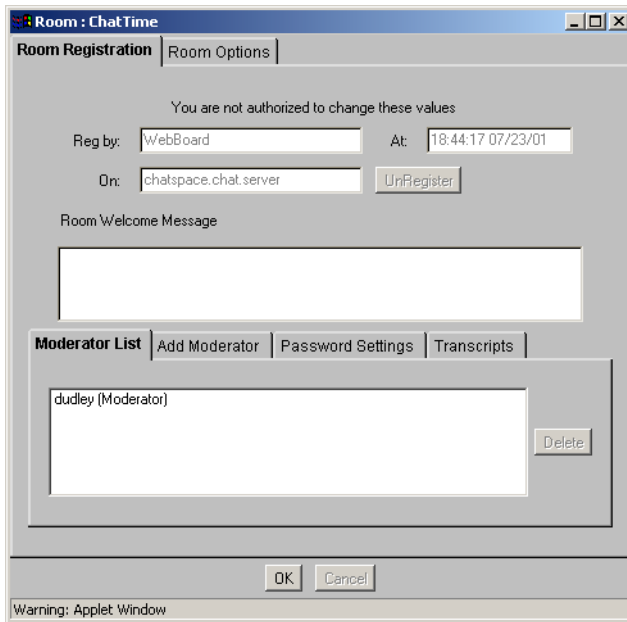
To send a message to all room moderators, you must first make yourself a moderator of the room. Highlight your nickname in the members list and click the Give Moderator Status button. The To Moderators command now appears on the Message Routing menu.

Viewing a Room's Password

An administrator can also view the password assigned to a room. To do so, follow these steps:

1. Enter the chat room you want to view the password for.
2. Double-click in the chat room window to display the Room Registration tab of the room's properties, as shown in Figure 9-3

Figure 9-3 Room Registration tab



3. Click the Password Settings tab to see the passwords for the room's moderator and owner, if passwords are set.
4. Click OK to close the dialog box.

Granting Administrator Status

An administrator can grant either permanent or temporary administrator status to another user. The temporary status lasts only until the member leaves the chat room. The permanent status lasts until the administrator removes the status. This status change affects only the chat server and chat rooms, not WebBoard.

Temporary administrator status

An administrator can elevate a user to administrator status on a temporary basis. The member remains an administrator until he or she leaves the chat room. You can also remove this temporary status. This administrator status applies only to chat-related functions and not to other WebBoard functions.

To grant temporary administrator status to a member, in the message field of the chat window, enter


```
/setoper nickname +admin
```

where *nickname* is the user's nickname.

To remove temporary administrator status, in the message field of the chat window, enter

```
/setoper nickname -admin
```

where *nickname* is the user's nickname.

Permanent administrator status

You can also give a user more permanent chat administrator status. This status remains in effect until you remove it. You may find this a handy feature when all other administrators are on vacation and someone needs to fill in. Make sure the person is trustworthy. Note that this status affects only chat operations and not WebBoard operations.

To grant or remove permanent administrator status, do the following:

1. Click the Chat Options button in the toolbar.
2. Click View a Profile and enter the member's nickname in the dialog box.
3. On the member's profile page, check the Administrator box to make the member an administrator. Remove the check to return the member to his previous status.
4. Click OK.

Dealing with Abusive Members

To make your chat rooms the best possible venue for conversation, you may need to prohibit some users from participating. Moderators can kick and ban users, but those measures may not be enough. When necessary, a chat administrator can use the kill and ban tools to manage members who are abusing the chat privilege.

Kill a member

Administrators can immediately disconnect a member from the chat server by executing a kill on that member. When an administrator kills a member, the administrator's nickname and the reason for the kill (if provided) are displayed as the killed member's quit message. A similar kill message is sent to everyone in the room.

To immediately disconnect—or kill—a member, highlight the user's name in the members list and click the Kill button in the toolbar. Enter a Kill comment, if desired.

Note

A member who has been killed is still free to reconnect to the server. To prevent the reconnection, you must implement a server ban.

Ban the member from the server

A server ban completely prevents unwanted members from being able to sign onto your chat server. As such, it is a powerful tool and should be used with thought and care. Note that a server ban does not affect the user's access to WebBoard. To prevent a user from logging in to WebBoard, you must take additional measures.

Note

Placing a server ban on a user bans all users from the same domain (ISP). Apply this measure with care.

To place a server ban on a user, you must know his domain name. To find out the domain name and apply the server ban, do the following:

1. Highlight the member's nickname in the room's members list, right-click and choose Member Profile. (If the member is not in the room click Chat Options, click View a Profile, and then enter the nickname.)
2. Click the Session tab on the user's profile.
3. From the Hostname field, note the domain name:
 - The domain name is usually the last two parts of the name; for example, in the hostname *dial42.joco.com*, *joco.com* is the domain name.
 - If the hostname is an IP address, the whole IP address is used as the domain.
4. Click the Server Ban button on the administrator toolbar.
5. In the Server Bans dialog box, enter the user's nickname in the Nickname field.
6. Enter the domain name or IP address from Step 3 in the Domain field.
7. Enter an optional comment in the Comment field.
8. Click Ban Domain.
9. Click OK to close the window.

Viewing and removing server bans

You can view and remove server bans from the Kill/Server Bans window (click the Server Bans button). All users and domains banned from the server are shown in

the list. To remove a server ban, highlight the desired domain and click Delete. All members from that domain will now be able to access your server.

Global server bans (administrators only)

A global server ban is a ban set on all servers currently connected to your server. When a global server ban is issued, the member will not be able to connect to your server or to any of the servers connected to yours. You set a global server ban through the Room Options button, Kill/Server bans tab.

Auditing Server Activity

Chat server activity can be logged to the chat database file. The logs help you determine patterns of usage on the server, as well as when certain members have signed on, and (in general) what they have done.

Note

Only certain events are logged. Messages in rooms or between members in person-to-person chat are not recorded. To log chat sessions, use the Transcript feature.

Enable auditing

To turn auditing on or off, do the following:

1. Start the Chat Configuration tool from the Chat Control Panel in the WebBoard folder on the Start menu. (See “Chat Server Configuration Reference” for more details on this tool.)
2. Click the Security tab.
3. Click Advanced to display the Advanced Settings dialog box.
4. Check Auditing to enable auditing. Remove the check to disable auditing.
5. Click OK to close the dialog box and OK to close the configuration tool.

Note

You can also change the auditing setting via remote administration.

View audit information

To view audit information, display the Advanced features of the Security tab in the Chat Configuration tool. Click the View Audit Log button. You can also view the log using remote administration with your browser.

Chat Server Configuration Reference

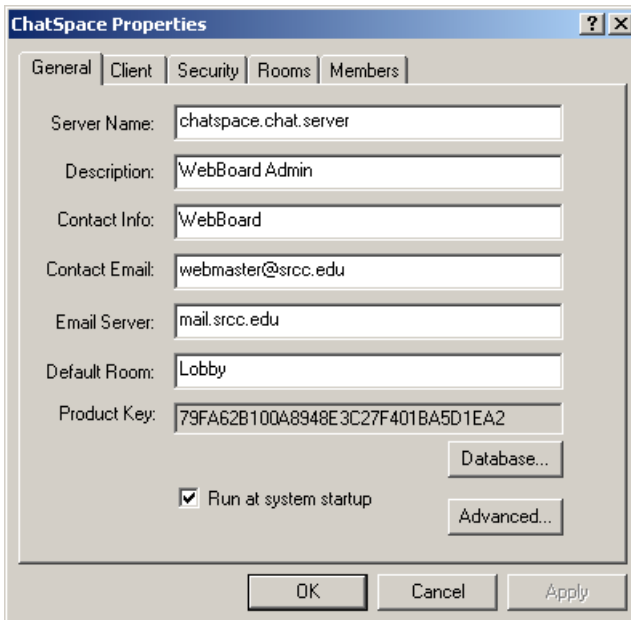
Once installed, the chat server requires no initial configuration. However, you may find that you want to fine tune how chat works on your WebBoard site. The server provides a rich set of configuration options you can customize. You can configure the chat server directly on the computer where the server is installed using the Chat Configuration tool. You can also configure some settings over the web, using a browser and the Remote Administration interface. This section describes the first tool. See “Managing the Chat Server Remotely” later in this chapter for using remote administration.

Opening the Chat Configuration Tool

The Chat Configuration tool is available from the WebBoard Chat Control Panel. To start the tool, follow these steps:

1. Choose Control ChatSpace from the WebBoard folder on the Start menu. You must be logged into the computer where the chat server is installed (the primary WebBoard installation). You can also right-click the chat server icon in the Tray and choose Control.
2. Click Configure on the Control Panel to open the Configuration Tool, as shown in Figure 9-4.

Figure 9-4 General Settings, Chat Configuration tool



The Configuration Tool is a tabbed property sheet. Each tab contains fields, buttons, and choices that allow you to control how the chat server functions. The tabs correspond to specific settings:

General

Server name, contact information, network settings, database properties.

Client

Client class definitions, server welcome message

Security

Server bans, forbidden words, restricted nicknames, audit records, spoof and flood protection.

Rooms

Room parameters, including definition of registered rooms.

Members

Registered nickname parameters.

These five tabs and their settings are described in detail in the following sections.

Note

For Help with specific items, highlight the item with the mouse and right-click. If a What's this? menu is displayed, click it for help. If no menu appears, then right-click on the label field adjacent to the control you require help with. You may also click the ? in the upper right-hand corner of the window, and then click on the item for which help is needed.

General Settings

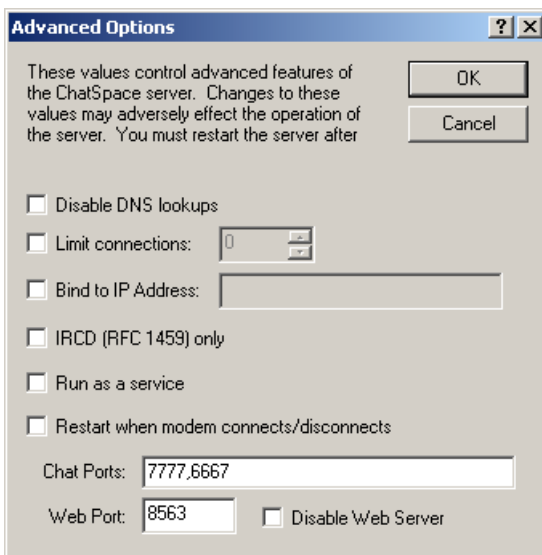
The General tab contains settings that affect the general operation of the chat server. All of the settings on this tab, except the advanced settings, are also available via the Remote Administration interface.

Figure 9-4 shows the General tab. The items you can set on this tab are as follows:

- **Server Name:** Name of the server; does not have to be the TCP/IP hostname. Users *cannot* signon to the server using this name—they must use the TCP/IP hostname (use /INFO command on client interface for user signon instructions).
- **Description:** Description of this server. Appears on the Client Alternate Welcome Message and in some informational commands.
- **Contact Info:** Name of the person who should be contacted for information regarding this server.

- **Contact Email:** Email address of the person who should be contacted for information regarding this server.
- **Default Room:** Default channel specified when using the chat web server to access the chat environment.
- **Product Key:** License key for this product. Should be obtained from ChatSpace, Inc. or an authorized reseller.
- **Run at system startup:** Start the chat server automatically when the system starts.
- **Advanced:** Displays the Advanced Options dialog box, shown in Figure 9-5.

Figure 9-5 Advanced General Options, Chat Configuration tool



The Advanced Options you can change include:

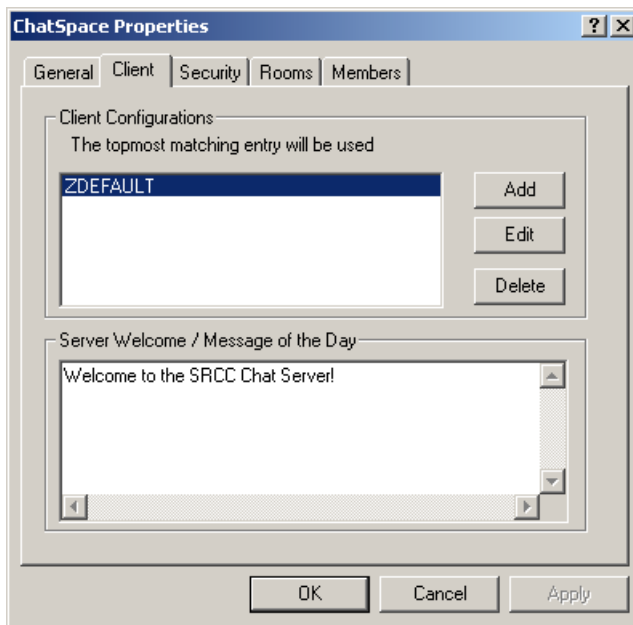
- **Disable DNS lookup:** Do not lookup hostnames for users. Use only IP addresses.
- **Limit connections:** Limit connections to the specified number.
- **Bind to IP Address:** If this system is known by more than one hostname, allow connections to be made to only one of those hostnames.
- **IRCD (RFC 1459) only:** Disable all special chat features. Use only IRC features. May only connect to other servers in same mode (or IRCD).
- **Run as a service:** If running under Windows NT or Windows 2000, run this server as an NT Service. It is then started and stopped from Windows Services.

- **Restart when modem connects/disconnects:** If the modem on this server changes status (connects or disconnects), restart the server to pick up any changes to the TCP/IP environment (such as a dynamic IP address).
- **Chat Ports:** Port(s) that will allow chat connections. You may define multiple ports (separated by commas), or ranges of ports (separated by a dash). Example: 7000,6667,6668-6680.
- **Web Port:** Port used to access this server via the World Wide Web.
- **Disable Web Server:** Do not open an interface to the Web.

Client Settings

The settings on the Client tab (see Figure 9-13) let you determine who is allowed to connect to your server (Client Configuration Definitions). This tab also contains the welcome message displayed to chat users when they enter a room.

Figure 9-6 Client settings, Chat Configuration tool



Client configuration definitions

The Client Configurations section displays a list of *Client Classes*. These classes determine which IP addresses or hostnames are allowed to connect to your server. Client Classes are scanned for matches (from the top of the list, down) with the connecting member's hostname (and userid, if present). The topmost Client Class that matches is used to validate the login.

Note

This configuration item is not available from the Remote Administration Interface.

You can add new classes, edit existing ones, or delete a class entirely. To edit or delete a class, highlight the class name in the list and click the appropriate button. To add a new class, click the Add button. When you click Add or Edit, the Client Class dialog box appears, as shown in Figure 9-7.

Figure 9-7 Client Class settings, Chat Configuration tool

In the Client Class dialog box, you enter settings that define connecting users:

- **ClassName:** Name of the client class.
- **Userid:** Userid (pattern) required to match in order to use this class.

Note

Userid is provided largely to provide compatibility with IRC, and should ordinarily not be used.

- **Password:** Password that must match in order to sign on (usually blank or *).

Note

The password field is provided primarily for compatibility with IRC, and should ordinarily not be used; it requires that all client software be pre-configured with a password in order to connect to this server.

- **From host:** Hostname (pattern) required to match in order to use this class. To allow users only from your own domain, enter a mask that matches the

domain in this field. For example, an ISP with a domain of *xyz.net* should enter **xyz.net* into this field to restrict usage to their customers only.

- **Ping freq:** Interval between *ping* requests (to verify that the client is still functional).
- **Multiple clients per host:** Allow more than two clients from the same host-name. Un-checking this box prevents clones from the same system.
- **Simple, restricted clients only:** Clients using this class are restricted to using only a small subset of commands. They may not move from one room to another without signing off first.
- **Privacy:** Do not allow information about users in this client class to be visible to other members who are not in the same room with them.
- **Sign-on Options:**
 - **Alternate Welcome Msg:** If checked, this sends your server description in the *Welcome to...* message, rather than the standard *Welcome to the Internet Relay Chat* message.
 - **Send Msg of the Day:** If checked, this sends the Server Welcome, also known as the Message of the Day (MOTD). You define the server welcome message on the Client tab.
 - **Send LUSERS info:** If checked, this sends the */LUSERS* info (number of members signed on, number of channels) when a member signs on.
- **Access Allowed from IRC Clients**
 - **All members may use:** Anyone who matches this client class may use an IRC client to gain access to the server.
 - **Room Moderators (and above):** Room moderators, operators and server administrators may use an IRC client, but normal users may not.
 - **Administrators and Operators:** Operators and administrators may use an IRC client, but no one else can.
 - **None may use:** No one who matches this client class may use an IRC client to gain access to the server.

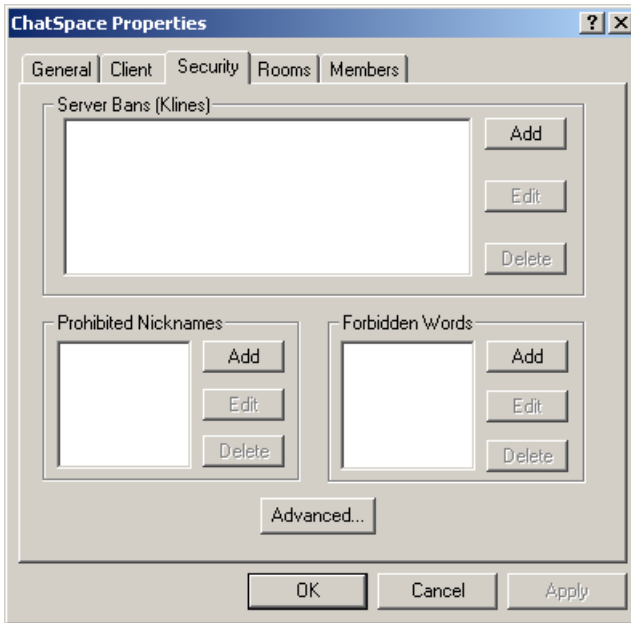
Server Welcome/Message of the Day

The Server Welcome/Message of the Day is a message sent to members when they sign on. You can also use this feature to publish rules for the server. Enter the desired message in the text box. Click Apply or OK to save changes.

Security Settings

The settings on the Security tab (see Figure 9-8) control security options for the chat server, including server bans, prohibited nicknames, and forbidden words.

Figure 9-8 Security settings, Chat Configuration tool



Server bans (klines)

The Server Bans section displays a list of members who are banned from the server. These members cannot log into the chat server (they are not banned from other WebBoard areas, however). You can add new bans, edit existing ones, or delete a ban entirely. To edit or delete a ban, highlight the member's name in the list and click the appropriate button. To add a new server ban, click the Add button.

When you click Add or Edit, the Server Ban dialog box appears. In this dialog box, you can set the following:

- **Userid:** Userid of the member you wish to ban from your server. In general, use a * for this setting, since a member can easily change his userid to avoid the server ban.
- **Hostname:** The hostname pattern of the member you want to ban from your server. Be sure to place a * any where there are numbers in the hostname.
- **Reason:** Reason for this server ban (optional).

Prohibited nicknames

The Prohibited Nicknames section displays a list of nicknames that are not allowed on the server. Administrators are not affected by this list and can use any nickname.

Note

This configuration item is not available from the Remote Administration Interface.

You can add new nicknames, edit existing ones, or delete a prohibited nickname entirely. To edit or delete a nickname, highlight the name in the list and click the appropriate button. To add a new prohibited nickname, click the Add button. When you click Add or Edit, the Prohibited Nickname dialog box appears. In this dialog box, you can set the following:

- **Nickname:** Nickname pattern that may not be used on this server
- **Reason:** Reason for prohibition of this nickname.

Forbidden words

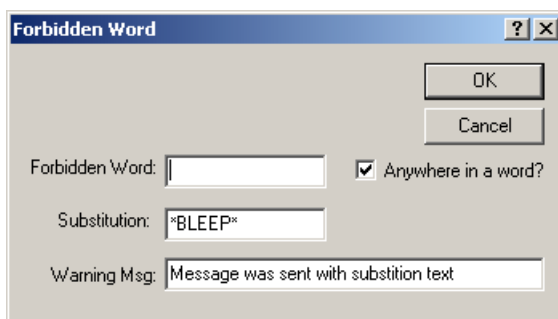
The Forbidden Words section displays a list of words that are not allowed on the server. Administrators are not affected by this list and can use any word.

Note

This configuration item is not available from the Remote Administration Interface.

You can add new words, edit existing ones, or delete a forbidden word entirely. To edit or delete a word, highlight the name in the list and click the appropriate button. To add a new forbidden word, click the Add button. When you click Add or Edit, the Forbidden Word dialog box appears, as shown in Figure 9-9.

Figure 9-9 Forbidden Words, Chat Configuration tool



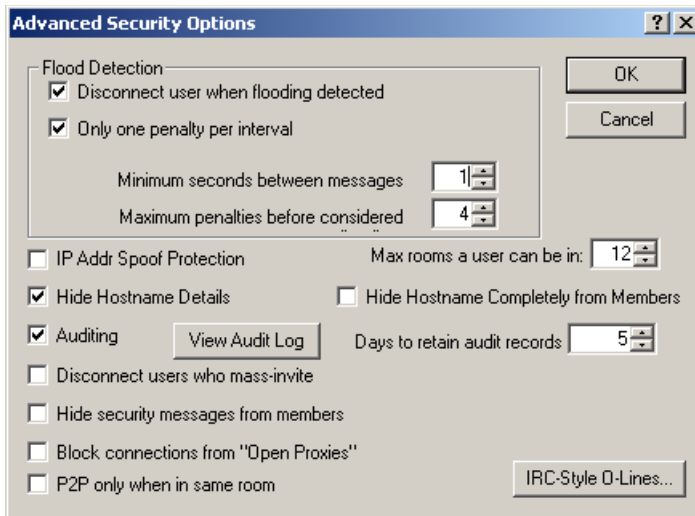
In the Forbidden Words dialog box, you can specify the following:

- **Forbidden Word:** The word that is changed if used in a message. The recognition works even when the word is embedded in another word.
- **Anywhere in a word?:** If checked, the whole word is forbidden when the forbidden word appears inside or as a part of another word. For example, if the forbidden word is *xyz*, then the words *xyzing* and *axyzbc* are forbidden.
- **Substitution:** The text substituted for the forbidden word, wherever it appears.
- **Warning Msg:** The warning message sent to the member who used the forbidden word.

Advanced security options

The Advanced button on the Security tab opens the Advanced Security Options dialog box, as shown in Figure 9-9.

Figure 9-10 Advanced Security Options, Chat Configuration tool



In the Advanced Security Options dialog box, you can specify the following:

- **Flood Detection:** This option disconnects a member who sends too much data too quickly into the chat server (that is, floods the server). You can configure flood detection as follows:
 - **Minimum seconds between messages:** The shortest amount of time during which two messages can be sent by a member. If a member sends two messages in less than the time allotted, the messages are assigned a penalty.
 - **Maximum penalties before disconnect:** The maximum number of penalties before the member is disconnected.

- **IP Address Spoof Protection:** Protects from some forms of IP address spoofing (IP address impersonation).
- **Max rooms a member can be in:** The maximum number of rooms a member can be in at the same time.
- **Hide Hostname Details:** Prevents members from seeing full hostnames and IP addresses of other members. This setting can be useful in preventing several kinds of denial of service attacks.
- **Hide Hostname Completely From Members:** Prevents members from seeing any hostname or IP address detail of other members, affording the maximum anonymity to chatters.
- **Auditing:** Audit events (but not messages) that occur on the server to the chat log file. Includes server start/stop, member sign-on/sign-off, room entry/exit, and failed password attempts.
- **View Audit Log:** Click this button to view audit logs.
- **Days to retain audit records:** The number of days to retain audit records.
- **Disconnect users who mass-invite:** Disconnect members who abuse the /INVITE command by inviting large numbers of people to rooms.
- **Hide security messages from members:** Prevents normal members from seeing kick or ban messages.
- **Block connections from “Open Proxies”:** Disallow connections from open proxies such as Wingate.
- **P2P only when in same room:** Person-to-person chatting allowed only between people who are in the same room. This setting does not affect Administrators.
- **IRC-Style O-Lines:** Click this button to view, add, edit, or delete entries in the list of IRC-style O-Lines, which are used to grant operator and administrator status. In general, you should not change settings here; rather check the appropriate box on the Member’s Profile.

Note

This configuration item is not available from the Remote Administration Interface.

You can add new, edit existing, or delete entries in the operators list. To edit or delete an operator or administrator, highlight the name in the list and click the appropriate button. To add a new operator or administrator, click the Add button. When you click Add or Edit, the Operator dialog box appears. You can specify the following in this dialog box:

- **Entry Name:** The name used in the /OPER command to obtain operator or administrator status.
- **Password:** The password for this entry, which must match the password presented on the /OPER command.
- **Global Operator:** If this box is checked, this entry is given operator status on any server the server is linked to.
- **Administrator:** If this box is checked, this entry is given administrator status.
- **User Specifications:** The list of userid and hostname patterns authorized to use this entry. You can add new, edit existing, or delete entries in the list. To edit or delete a user specification, highlight the name in the list and click the appropriate button. To add a new user specification, click the Add button. When you click Add or Edit, the Operator Hostname dialog box appears, in which you enter the following:
 - **Usrid:** Usrid (pattern) that must match in order for a member to use this Operator Entry.
 - **Hostname:** Hostname (pattern) that must match in order for a member to use this Operator Entry. Be sure to use a wildcard * any where in the name that uses numbers.

Rooms Settings

The settings on the Rooms tab (see Figure 9-11) determine how rooms are handled on your chat site.

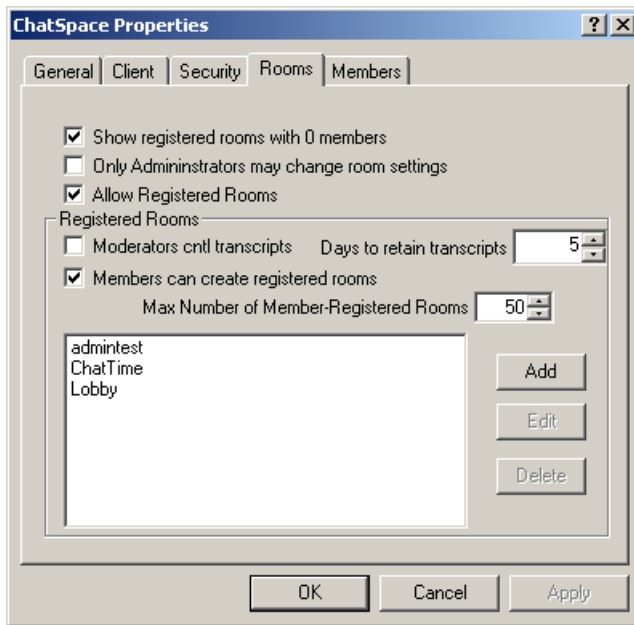
General settings

The general settings affect all rooms on the chat server, as follows:

- **Show registered rooms with 0 users:** Causes all rooms to appear in the rooms list, even if there are no active members in a room.
- **Only Administrators may change room settings:** Prevents moderators from changing room settings (via the Room Options button).
- **Allow Registered Rooms:** Allows registered rooms to exist on this server.

Registered rooms

Rooms that are permanently registered on the chat server (for example, all rooms associated with WebBoard conferences) are listed in this section. Registered rooms can have the following settings:

Figure 9-11 Room settings, Chat Configuration tool

- **Moderators control transcripts:** Allows room moderators to turn transcripts on and off. It also allows moderators to change the *Allow all members to view* setting.
- **Days to retain transcripts:** Number of days to keep transcripts before they are overwritten.
- **Members can create registered rooms:** Allows members to register rooms on their own. Administrators can always register rooms.
- **Max Number of Member-Registered Rooms:** The maximum number of rooms that can be registered. Administrators can register rooms even when this limit is reached.

The Registered Rooms section of this tab includes a list of all currently registered chat rooms on the server. You can edit existing rooms, but you cannot add or delete rooms from this interface. To add or delete rooms, use the WebBoard conference interface. To edit a room, highlight the name in the list and click Edit. The Registered Room dialog box appears, as shown in Figure 9-12.

You can edit the following registered room settings in this dialog box:

- **Name:** Name of the registered room. May not contain embedded spaces.
- **Topic:** Topic of this room. Displayed in the room list and in the Java client's title bar.

Figure 9-12 Registered Room settings, Rooms tab

- **Moderator Password:** Password used to obtain room moderator status in this channel. The password can be issued by using the `/MODERATE` command from the Java Client, or by issuing (for example): `/SERVICES IDENTIFY lobby mypassword`.
- **Owner Password:** Password used to obtain room owner status in this room. The password can be issued by using the `/MODERATE` command from the Java Client, or by issuing (for example): `/SERVICES IDENTIFY lobby mypassword`
- **Room Welcome Message:** Greeting sent whenever a member joins this room.
- **Room Options:** In this section, you set the following options:
 - **Members Only:** Allows only assigned members access to this room.
 - **Invite Only (+i):** No one (except administrators) may join the room unless a room moderator has issued the `/INVITE` command.
 - **Max Occupancy (+l):** Once the specified maximum number of members are in the room, no others may join (except administrators). Check the box and enter a value to use this option.

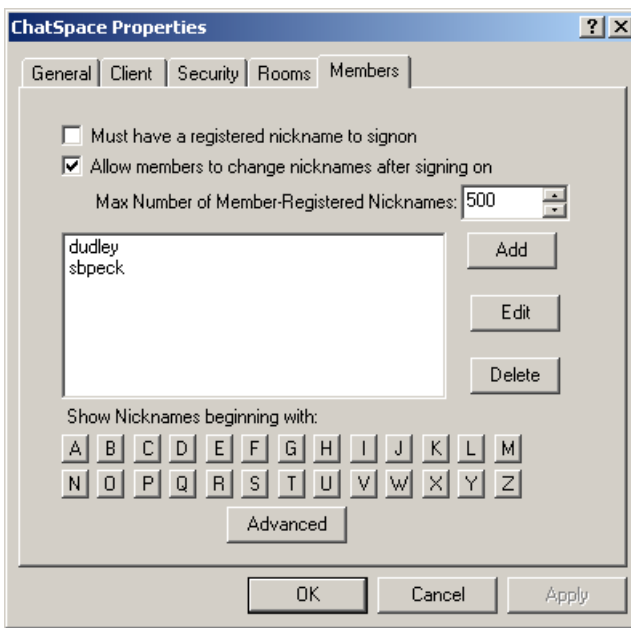
- **Secret (+s):** Makes the room a secret room, which is not seen in the room list unless the member issuing the list is already in the room or is an administrator. Other members cannot tell that a member is in this room.
- **Entry Password (+k):** Requires that members present a password in order to enter the room. This is sometimes called a keyed room. If you select this option, enter a password in the field. No spaces are allowed in the password.
- **Strict Moderation (+m):** Requires members to have Voice (which is usually indicated by a + in front of the nickname) to be heard in the room.
- **No External Msgs (+n):** Prevents members from sending messages into this room from outside the room. It is usually best to leave this option on.
- **Only Moderators Set Topic (+t):** Limits changing the room's topic to moderators. It is usually best to leave this option turned on.
- **Owners only may change settings:** Limits changing room settings to room owners (not room moderators).
- **Transcripts:** In this section, you set the following options that control chat transcripts:
 - **Write transcripts:** Keep a log or transcript of this room. All discussion is logged.
 - **Allow all members to view:** If checked, anyone may view the transcript for this room. If unchecked, only room moderators and administrators may view the transcript.
 - **Replay lines:** If selected, the last specified number of lines or specified number of minutes of room conversation are shown to members when they join the room. You must specify the number and whether they are minutes or lines.
- **Members:** Members shown in this list may receive special privileges when they enter this room. You can add new members, edit existing ones, or delete members from this list. To edit or delete a member, highlight the name in the list and click the appropriate button. To add a new member as a moderator, click the Add button. When you click Add or Edit, the Room Moderator dialog box appears, in which you can set the following:
 - **Owner:** Makes the member an owner; he may add and delete other moderators and owners.

- **Moderator:** Makes the member a normal moderator who may kick and ban other members from the room, but may not add and delete other moderators and owners.
- **Voice (for Strict Moderation):** Give the member a Voice (the member shows up in the member's list in green).
- **Member:** Makes the member a normal member of the room (necessary only in Members Only Rooms).

Members Settings

The settings on the Members tab (see Figure 9-13) determine how members are handled on your chat site. You cannot add users from using the Chat Configuration tool. You can add them only via the WebBoard Add Users interface.

Figure 9-13 Members settings, Chat Configuration tool



The items you can set on this tab are as follows:

- **Must have a registered nickname to signon:** Only registered users can signon.
- **Allow members to change nicknames after signing on:** If unchecked, users cannot change their nicknames in a chat room.
- **Edit:** Select a nickname in the list and click Edit to modify it.

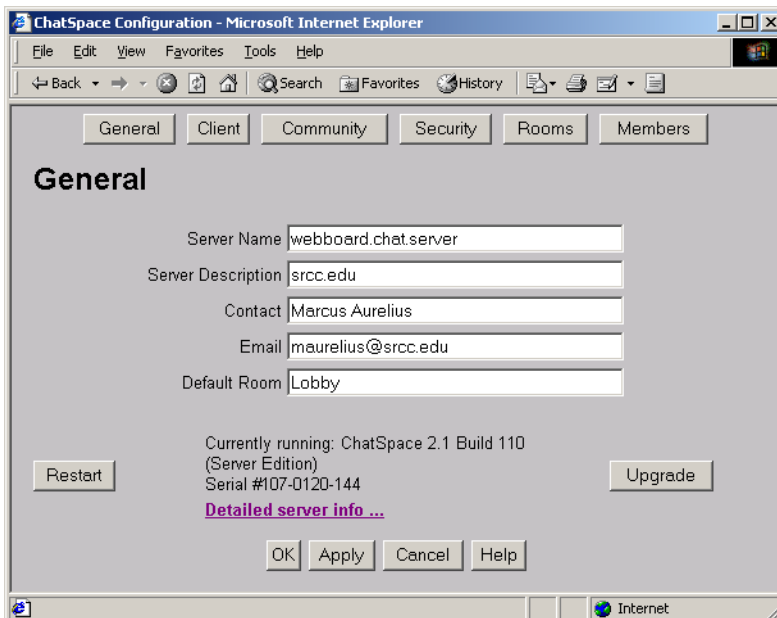
- **Advanced:** Opens the Advanced Member Settings dialog box, in which you can set the following:
 - **Record Person-to-Person Transcripts:** Keep transcripts of private conversations.
 - **View P2P Transcripts:** Click to view the transcripts in your browser.

Managing the Chat Server Remotely

Many of the settings described in the previous section are available through a remote, browser-based interface. You gain access to the Remote Administration interface from the Java chat client by clicking the Server Configuration button in the administrator's toolbar (this is the last button on the right).

When you click the Server Configuration button, the login page displays in your browser. Enter an administrator's login name and password, and click Connect. The General settings page appears, as shown in Figure 9-14. You can move to another page by clicking the appropriate button at the top of the page. This section describes the chat server settings you can change via the Remote Administration interface.

Figure 9-14 General page, Remote Administration Interface



General Settings

On the General page (see Figure 9-14) you can view and/or change the following items:

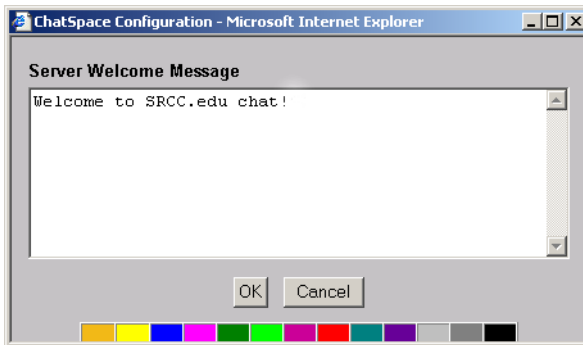
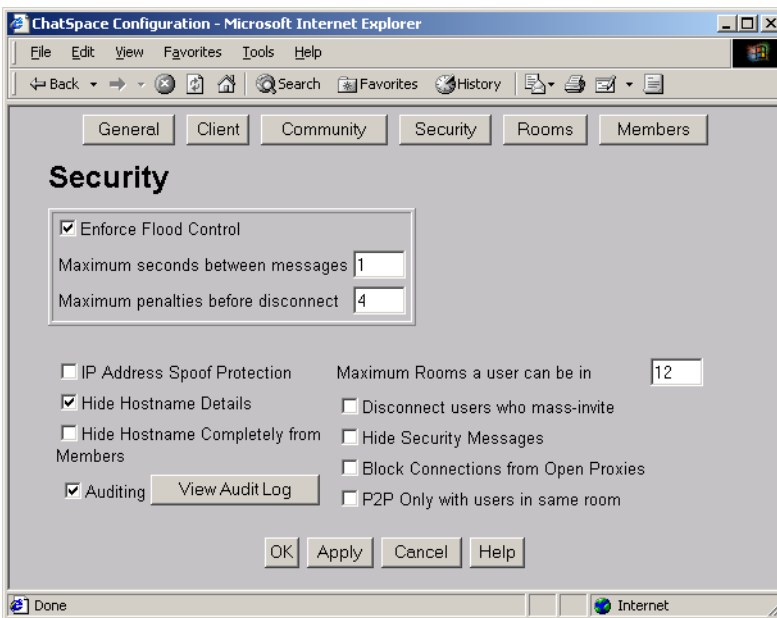
- **Server Name:** Name of the server; does not have to be the TCP/IP hostname. Users *cannot* signon to the server using this name—they must use the TCP/IP hostname (use /INFO command on client interface for user signon instructions).
- **Server Description:** Description of this server. Appears on the Client Alternate Welcome Message and in some informational commands.
- **Contact:** Name of the person who should be contacted for information regarding this server.
- **Email:** Email address of the person who should be contacted for information regarding this server.
- **Default Room:** Default channel specified when using the chat web server to access the chat environment.
- **Detailed server info:** Click this link to see more information, including the chat server's serial number, the server's actual IP address, web port, main chat port, version and build number of the server, when the server was last restarted, and how many people are currently chatting.
- **Upgrade:** Click Upgrade to go to a page that checks the version and notifies you if it is not the current version of the chat server (but not necessarily the most current build). You can download updates from this page.
- **Restart:** Click Restart to stop and restart the chat server.

Client Settings

The Client page includes a button for the Server Welcome Message, which is shown to everyone who connects to the chat server. Click this button to display a text box where you can enter a welcome message (see Figure 9-15). The color boxes on this page allow you to add the necessary color codes for the message. Just click a color box, then type whatever you want to say in that color. When finished, click OK.

Security Settings

On the Security tab (see Figure 9-16) you can set the following options that control security options for the chat server:

Figure 9-15 Server Welcome Message, Remote Administrator interface**Figure 9-16 Security settings, Remote Administrator interface**

- **Flood Detection:** This option disconnects a member who sends too much data too quickly into the chat server (that is, floods the server). The strictest flood control is one second between messages and one maximum penalty. You can configure flood detection as follows:
 - **Minimum seconds between messages:** The shortest amount of time during which two messages can be sent by a member. If a member sends two messages in less than the time allotted, the messages are assigned a penalty.

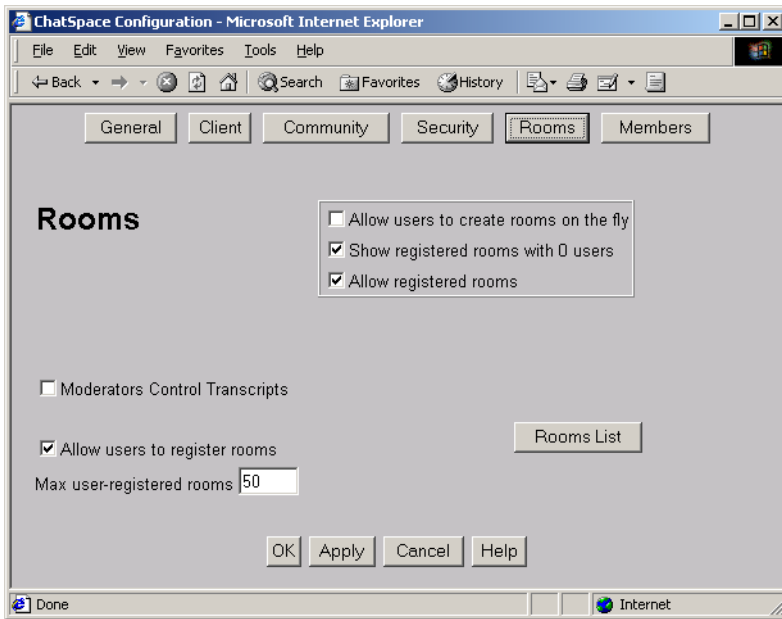
- **Maximum penalties before disconnect:** The maximum number of penalties before the member is disconnected.
- **IP Address Spoof Protection:** Protects from some forms of IP address spoofing (IP address impersonation).
- **Max rooms a member can be in:** The maximum number of rooms a member can be in at the same time.
- **Hide Hostname Details:** Prevents members from seeing full hostnames and IP addresses of other members. This setting can be useful in preventing several kinds of denial of service attacks.
- **Hide Hostname Completely From Members:** Prevents members from seeing any hostname or IP address detail of other members, affording the maximum anonymity to chatters.
- **Auditing:** Audit events (but not messages) that occur on the server to the chat log file. Includes server start/stop, member sign-on/sign-off, room entry/exit, and failed password attempts.
- **View Audit Log:** Click this button to view audit logs.
- **Disconnect users who mass-invite:** Disconnect chat members who abuse the /INVITE command by inviting large numbers of people to rooms.
- **Hide security messages from members:** Prevents normal members from seeing kick or ban messages.
- **Block connections from Open Proxies:** Disallow connections from open proxies such as Wingate.
- **P2P only when in same room:** Person-to-person chatting allowed only between people who are in the same room. This setting does not affect Administrators.

Rooms Settings

The settings on the Rooms tab (see Figure 9-17) determine how rooms are handled on your chat site.

You can change the following settings:

- **Show registered rooms with 0 users:** Causes all rooms to appear in the rooms list, even if there are no active members in a room.
- **Allow Registered Rooms:** Allows registered rooms to exist on this server.
- **Moderators Control Transcripts:** Allows room moderators to turn transcripts on and off. It also allows moderators to change the *Allow all members to view* setting.

Figure 9-17 Room settings, Remote Administration interface

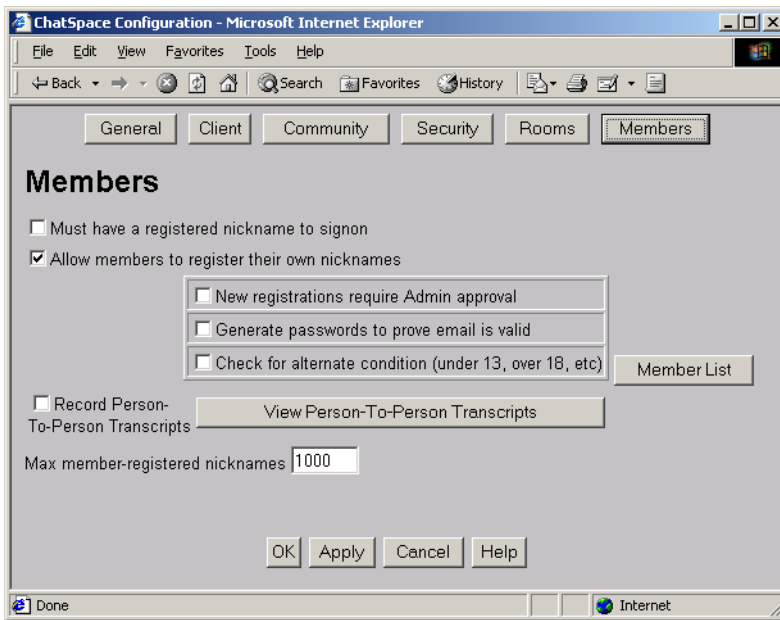
- **Days to retain transcripts:** Number of days to keep transcripts before they are overwritten.
- **Allow users to register rooms:** Allows members to register rooms on their own. Administrators can always register rooms.
- **Max user-registered rooms:** The maximum number of rooms that can be registered. Administrators can register rooms even when this limit is reached.
- **Rooms List:** Click Rooms List to open a page listing all registered rooms. You can add a new room, edit an existing one, or delete a room from this window. To edit or delete a room, highlight the room name and click the appropriate button. To add a room, click Add. If you add or edit a room, the Rooms window opens where you can set a variety of options.

Members Settings

The settings on the Members tab (see Figure 9-18) determine how members are handled on your chat site.

The items you can set on this tab are as follows:

- **Must have a registered nickname to signon:** Only registered users can signon.

Figure 9-18 Members settings, Remote Administration interface

- **Allow members to register their own nicknames:** If unchecked, users cannot register their preferred nicknames.
- **Generate passwords to prove email is valid:** If checked, the chat server creates a random password for the user who signs up for a registered nickname via the sign-up form. The password is emailed to the address that the user provides on the form. Once the user receives this email with his password, he can sign on and chat.
- **Check for alternate condition (under 13, over 18, etc):** If checked, the user cannot enter a chat room without additional conditions being met.
- **Record Person-to-Person Transcripts:** Keep transcripts of private conversations.
- **View Person-to-Person Transcripts:** Click to view the transcripts in your browser.
- **Max member-registered nicknames:** Enter the number of user-registered nicknames you want to allow on the server.
- **Member List:** Click Member List to open a page listing all registered member nicknames. You can edit an existing member's settings. To add or delete a member, you must do so from the WebBoard user management pages. To edit a member, highlight the nickname and click Edit. To view a different group of users, click the arrows at the bottom of the page.



Tailoring WebBoard

Once you've created conferences, you may want to review this section for help with fine-tuning the look and feel of your various boards. Chapter 10, *WebBoard Open Scripting*, describes WebBoard's scripting capability, which lets you extend the functionality of WebBoard's frames interface. Read Chapter 11, *Customizing WebBoard Pages*, to understand how to modify the WebBoard's HTML, help, and text files. Enhancing navigation and adding variable information are also discussed in Chapter 11. Use Chapter 12, *WebBoard File Reference*, to learn about the HTML, text, and image files used in WebBoard. These reference pages describe the purpose of each file as well as giving notes about exceptions, JavaScript, and examples.

10

WebBoard Open Scripting

WebBoard's object model scripting feature—called Open Scripting—gives you access to WebBoard's inner workings. By using WebBoard object methods and properties, you can write scripts that replace or alter built-in WebBoard operations in boards and conferences that use the frames interface. For example, you can supply scripts for your own user authentication or process form data before it gets to WebBoard. Scripts let you customize much more than WebBoard's appearance, building a site that works for you—and your users.

You don't have to learn a new language to use Open Scripting; simply use the scripting language you're most comfortable with. Assuming you've got the scripting engine (and it's compatible with the Windows Scripting Host), WebBoard runs the script, identifying the engine to use by your script's file extension. WebBoard is configured to recognize two common scripting languages, VBScript and JavaScript; you make a single Registry edit to add others.

This chapter describes the three types of scripts WebBoard supports—form scripts, tag scripts, and authentication scripts. You'll learn what you can accomplish with each type, requirements for writing the script, and how to get WebBoard to run it. For each type of script, there are a few sample scripts you can use as templates in creating your own. As WebBoard users create scripts, a script repository on WebBoard Central allows you to share them and benefit from each others' ideas.

A reference to the WebBoard object methods and properties follows the information on how scripting works and how to write scripts.

Open Scripting Basics

WebBoard's object-based Open Scripting exposes WebBoard's internal information and some WebBoard features to scripts you write in your choice of scripting language. Scripts can perform a variety of tasks, such as overriding basic or cookie authentication with your own authentication routine, or checking user profile information for accuracy (missing fields, state abbreviations, and so on) and correcting it where necessary. You can also use scripts to gain access to administrative features such as user paging and board and systemwide broadcasting. Another possible application is to use a script to display random or sequential advertisements.

Note

WebBoard Open Scripting works only with WebBoard's frames interface.

The WebBoard object methods and properties available to scripts provide information about the board, the users, and the web server, and allow you to manipulate many aspects of the board and user input, including:

- The Authentication object lets you authenticate and add users.
- The Board object makes available properties of the current board, such as the board alias, colors, name, manager, and more.
- The Filesystem object gives your script access to basic file manipulation routines.
- The Form object lets your script read fields from a post and, under some conditions, set new values.
- The Request object provides information such as basic authentication information, hostname, user agent, IP address, cookies, referer, and other details about the HTTP request.
- The Response object allows the script to send HTML back to the browser.
- The Server object provides information on server properties, for example, product name and version, the WebBoard administrator's email address, and the HTTP port. It also lets you page boards, send email, and log messages to *Webboard.log*.
- The User object makes available user properties, such as the current user's name, email, location, and all other settings on the user profile. In addition, you can change certain properties, page the user, and more.

Scripting Engines Supported

WebBoard makes it easy for you to choose the scripting engine you prefer (and allows for the possibility of new ones being developed). Open Scripting works with any scripting engine that is compatible with the Windows Scripting Host. The extension of your script tells WebBoard which scripting engine to use. When WebBoard encounters the <WB-SCRIPT> tag, it looks in the following Registry key to see which engine matches the filename extension of the script:

```
HKEY_LOCAL_MACHINE\SOFTWARE\O'REILLY\WEBBOARD\3.0\SCRIPTING
```

By default, WebBoard creates two name/value pairs in the Registry key: JS/JavaScript and VBS/VBScript. If you want to use a different scripting engine, install it and then add a name/value pair to the *Scripting* key, where the name is the extension and the value is the scripting engine.

Types of Scripts

WebBoard's Open Scripting supports three types of scripts—form scripts, tag scripts, and authentication scripts. The following sections describe each type of script and how to run it. Sample scripts in each category are provided in the *WebBoard/Scripts* folder. These sample scripts demonstrate how to write a script for a specific purpose. Use the sample scripts as templates for creating your own scripts; they are not for actual use.

Warning

Always back up your WebBoard database, your HTML files, and scripts before using scripts that may alter your data.

Form scripts

Form scripts let you process form field information sent to WebBoard by specific forms before WebBoard processes it. For example, you can change or add data on the user profile form or the login form. Form scripts can process messages before they are posted and can access JavaScript chat messages. Furthermore, you can access any type of data source from your script, enabling such features as expanding acronyms or adding extra information about the user posting the message. You can also cancel the post operation, replacing it with your own message. Here's a list of possible uses for form scripts:

IP Blocking

Create a login script to disallow (or only allow) logins by those at a certain IP address (or block of IP addresses).

Filth Filter

Create your own “filth filter” to change (or remove) foul language from messages and chat posts (only JavaScript chat).

Make Corrections

Alter the contents of any field on the form. For example, make sure the letters in the state field of the form on *USEREDIT.HTML* are in uppercase by a simple script action such as:

```
request.SetFormValue "state", UCase(user.State)
```

Cancel current operation

You can use a form script to cancel the current operation. For example, don’t allow the user to log in after checking the IP address.

Form scripts must be named according to a list of preset names and placed in the board’s HTML subfolder. WebBoard automatically runs the script at the proper time. Table 10-1 shows the forms you can alter and the script name to use. The script filenames are shown without an extension. You give the proper extension to match your scripting engine, as explained above in “Scripting Engines Supported.” For example, *NEWUSER.** becomes *NEWUSER.VBS* or *NEWUSER.JS*, depending on the configured script engine. Put *NEWUSER.VBS* in the *WebBoard/HTML/Faculty* folder, and every time the New User form is submitted on the *Faculty* board, WebBoard runs the script before processing the data.

Table 10-1 Script to use to alter a given form

Form (HTML files)	Script name
New User (<i>newuser.html</i>)	<i>NEWUSER.*</i>
Edit User (<i>useredit.html</i>)	<i>USEREDIT.*</i>
Message Save (<i>postmsg.html</i> , <i>postmsg-f.html</i> , <i>preview.html</i>)	<i>POSTMSG.*</i>
Login (<i>login.html</i> , <i>loginfailed.html</i>)	<i>LOGIN.*</i>
JavaScript Chat Post (<i>Chatbar.html</i> , <i>Chatcreate.html</i>)	<i>POSTCHAT.*</i>

WebBoard comes with two sample form scripts, described below. These scripts are for demonstration purposes only; create your own scripts to run on your site. Remove the number from the script name in order to run it. The number enables you to store multiple scripts of the same type.

POSTMSG1.VBS

The *POSTMSG1.VBS* sample script replaces common acronyms in messages with whole words. For example, “WWW” becomes “World Wide Web.” The HTML pages affected are *POSTMSG.HTML*, *POSTMSG-F.HTML*, and *PREVIEW.HTML*.

LOGIN1.VBS

The *LOGIN1.VBS* sample script cancels a login based on conditions you define. The script gives examples of denying access based on a login name, IP address, or block of IP addresses. The HTML pages affected are *LOGIN.HTML* and *LOGINFAILED.HTML*.

The following special methods are available only to form-preprocessing scripts. See the object and method documentation for additional details.

- `request.SetFormValue`
- `response.SendCancelMsg`
- `response.SendCancelMsgRaw`

Tag scripts

Tag scripts, or WB-SCRIPT scripts, perform an action or return HTML. You can change user information, display HTML on the fly, send email, and page users and boards. You run tag scripts from the WebBoard HTML pages, using the special WebBoard tag, `<WB-SCRIPT>`. When WebBoard encounters the tag, it looks for the script and runs it before the page is sent to the browser. If the script has output, the output replaces the tag. There is no limit to the number of `<WB-SCRIPT>` tags you can place on a page.

The syntax for the `<WB-SCRIPT>` tag is simple:

```
<WB-SCRIPT file="script_name">
```

WebBoard looks for the script in the HTML subfolder for the board. If it doesn't find it there, it looks in WebBoard's root HTML folder. You can also specify a full path or a UNC path. For example:

```
<WB-SCRIPT file="C:\foo\bar\script_name">
```

Insert the `<WB-SCRIPT>` tag on the HTML page where you want the script to run. Any script output replaces the tag when the page is sent to the browser. For example, you could write a script that checks for special days and greets the user appropriately on the *INTRO.HTML* page. The tag:

```
<WB-SCRIPT file="intro.vbs">
```

becomes the message:

```
Happy Valentine's Day, Ramon.
```

The sample script *GOODMORNING.VBS* demonstrates how to replace a `<WB-SCRIPT>` tag in an HTML page with a greeting to the user that changes depending on the time of day:


```

Sub Main()
    Dim h

    h = Hour(Now)

    If h >= 0 AND h < 12 Then
        response.send "<p>Good morning, " & user.FirstName & "!"
    Else
        If h >= 12 AND h < 18 Then
            response.send "<p>Good afternoon, " & user.FirstName &
"! "
        Else
            If h >= 18 AND h <= 24 Then
                response.send "<p>Good evening, " & user.
                    FirstName & "!"
            End If
        End If
    End If
End Sub

```

Authentication scripts

Authentication scripts override the built-in WebBoard authentication methods. Writing your own authentication scripts, you can authenticate via an NT user database or via a DSN to any ODBC data source. Your authentication script can check to see if a user is already in the WebBoard user database and approve or fail the authentication. The Authentication object methods expose many properties on the user profile, so you can add new users and make settings for users with your authentication script as well.

Authentication script names must be named *auth*. As described earlier, the file extension indicates which script engine to use to run the script, for example, *auth.pls* or *auth.vbs*. For storage, you can distinguish files by adding optional names after *auth*, such as *-file*. But before running it, remove the extra text from the filename. Place the script in a board's HTML subfolder or in the main HTML folder, and it will be run in place of WebBoard's own authentication scheme. The following sample authentication scripts are included with WebBoard:

AUTH-WBDB.VBS

This simple script demonstrates how to perform authentication using WebBoard's own database. While not all that useful, it is a good place to start learning how to replace WebBoard's internal authentication with your own.

AUTH-FILE.VBS

The *AUTH-FILE.VBS* sample script authenticates using a text file, where each username and password is on a single line, delimited by a comma.

AUTH-ODBC.VBS

You can authenticate using any ODBC data source on any platform. The *AUTH-ODBC.VBS* sample script performs authentication using a user database from any ODBC-compatible data source. Just create a DSN, modify a few settings, and you're on your way.

AUTH-NT.VBS

The *AUTH-NT.VBS* sample script lets you authenticate users with an NT user database. It requires Microsoft's Active Directory Services Interfaces 2.0. If you choose to use NT-based WebBoard authentication, remember to take your overall security needs into account in regard to sending unencrypted NT usernames and passwords over the Internet.

Case Study: Solving Problems with Scripts

A technical support team uses WebBoard for frontline technical support. Each of the company's products has its own board and the boards have conferences for such areas as installation questions, user-to-user support, and bug reports. For bug reports, it's necessary to collect very specific information, not only about the problem encountered, but about the configuration of the user's system. "Read Me First" topics with instructions on how to file a bug report were not sufficient, so the technical support team decides to tackle the problem with scripts.

Writing and implementing a script changes the default message posting form to a form that collects the needed information. Now, when a user clicks Post for a blank message form, WebBoard encounters a <WB-SCRIPT> tag as it reads the *postmsg.html* file (the HTML file for message forms). Before displaying the message form in the user's browser, WebBoard runs the tag script. The script places specific fields for collecting information—product version, operating system, error message, and so on—on the message form. It also populates the drop-down menus for these fields with appropriate choices based on the product for which this board is used. The information is stored in a database, which the script consults while running. This added feature—the database—makes it possible for the tech support team to use the script on all product support boards, customizing the form for the specific product.

After the user fills out the form and posts it, a form script processes the message. The script is named *postmsg.**, which identifies it to WebBoard as an Open Scripting form script for processing the data on a message form. The script formats the information from the various fields so the message reads easily and even adds a bug ID number before the topic. The script also stores the field data from the message form in a database so that the technical support team can use it, for example, with a statistics generator.

You may not need a bug report form, but with this example as a jumping off place, you can probably think of appropriate features to add to your own boards

with a clever combination of scripts. Do it yourself, or call in someone with more experience with writing scripts, but by all means experiment with Open Scripting to tailor your WebBoard site to work for you and your users.

Object Reference

The object reference gives the syntax for each object's methods and properties, describes the return values, and gives some code examples. All the code examples are written in VBScript.

Auth Object

The Auth object lets you authenticate and add users.

Methods

In the syntax, parameters in italics are optional.

AddUser(*loginName*, *password*, *email*, *firstName*, *lastName*, *city*, *state*, *country*, *homePage*, *bio*, *signature*, *frames*, *fullView*, *paging*, *reverseTopics*, *hideEmail*, *autoMarkNew*)

Adds a user to the current board, and makes the new user available as an active user (visible in user listings and so on). The minimum required parameters for this method are `loginName` and `password`. The optional parameters relate to fields on the user profile (to see the profile, choose Edit User Profile from the More Options menu).

Before using `AddUser`, make sure the user doesn't already exist in the WebBoard database. Use `UserExists` to determine if a user exists.

`AddUser` returns a Boolean; true if the user is added or false if the call failed to add a user. If `AddUser` fails, it returns one of the following error codes:

- | | |
|-----|---|
| 513 | Login name missing or invalid. |
| 514 | Password missing or invalid. |
| 515 | If an ODBC error occurred when inserting the row into the database, the errors will be here. If more than one error was generated, each error will be delimited with a
 HTML tag. |

Parameters

loginName

A string containing the user's login name. It must be unique within the WebBoard database (required). Login name must be no longer than 30 characters. The first character must be one of A-Z, a-z, {}, [], ^_ (that is, the first character cannot be a number or a hyphen). All other characters must be A-Z, a-z, 0-9, {}, [], ^, \, -, _ (note

that most punctuation marks as well as spaces and tabs are prohibited in login names).

password

A string containing the user's password (required). Passwords must be no longer than 20 characters. The password can include any character except single quote, double quote, pipe, space, or tab.

email

A string containing the user's email address (optional).

firstName

A string containing the user's first name (optional).

lastName

A string containing the user's last name (optional).

city

A string containing the city part of the user's address (optional).

state

A string containing the state part of the user's address (optional).

country

A string containing the country part of the user's address (optional).

homePage

A string containing the URL of the user's home page (optional).

bio

A string containing the biographical information about the user (optional).

signature

A string containing the user's signature to show on postings (optional).

frames

Sets whether or not to use frames. Use a Boolean, where true is use frames (optional).

fullView

Sets whether to use full view or not. Use a Boolean, where true is use full view (optional).

paging

Sets whether the user receives pages. Use a Boolean, where true is accept pages (optional).

reverseTopics

Sets topic order. Use a Boolean, where true is reverse topic order (optional).

hideEmail

Sets whether or not the user's email address is hidden. Use a Boolean, where true is hide email address (optional).

autoMarkNew

Turns on and off automatic marking of read messages. Use a Boolean, where true is mark messages automatically (optional).

Failed

Failed

Causes the authentication process to fail, returning the user to the authentication failed page.

NewUser

NewUser

Stops the authentication process, returning the user to the authentication failed page, and asking if the user wants to log in as a new user or retype the login information.

Passed

Passed

Approves the authentication process, sending the user to the board's welcome page.

UserExists

UserExists(loginName, password) As Boolean

Checks the WebBoard database to see if the specified login name exists paired with the specified password.

Parameters**loginName**

A string containing the login name to check for.

password

A string containing the password to check for.

Properties**loginName()**

Returns a string containing the name as entered on the login page. This method looks for the login name in the login name in the form value and in the cookie.

password()

Returns a string containing the password as entered on the login page. This method looks for the password in the login name in the form value and in the cookie.

Board Object

The Board object makes available properties of the current board, such as the board alias, colors, name, manager, and more.

Methods

Broadcast (sender, message)

Pages all current users of all boards.

Parameters

sender

A string containing the name to show who issued a broadcast (for example, WebBoard Administrator).

message

A string containing the message to appear as a page.

Page (sender, message)

Pages all current users of the current board.

Parameters

sender

A string containing the name to show who issued the page (for example, board manager).

message

A string containing the message to appear as a page.

Properties

alias()

Returns the board's alias as a string value, for example, *admin* for the administration board. The alias is used in the URL to the board (for example, *~admin*).

authModeld()

Returns a number as a byte representing the authentication mode of the board:

- 0 = Cookie authentication
- 1 = Basic authentication
- 2 = No authentication

chatModeld()

Returns a number as a byte representing the chat mode of the board:

- 0 = Chat turned off

- 1 = Reserved
- 2 = JavaScript Chat

colorBackground()

Returns a string containing the color specified on the Change Appearance page for the right frame background color.

colorContrast()

Returns a string containing the color specified on the Change Appearance page for the contrasting table color (headers).

colorLeftALink

Returns a string containing the color specified on the Change Appearance page for the active link color in the left frame.

colorLeftFrame()

Returns a string containing the color specified on the Change Appearance page for the left frame color.

colorLeftLink()

Returns a string containing the color specified on the Change Appearance page for the link color in the left frame.

colorLeftText()

Returns a string containing the color specified on the Change Appearance page for the text color in the left frame.

colorLeftVLink()

Returns a string containing the color configured on the Change Appearance page for the visited link color in the left frame.

colorRightLink()

Returns a string containing the color specified on the Change Appearance page for the link color in the right frame.

colorRightALink

Returns a string containing the color specified on the Change Appearance page for the active link color in the right frame.

colorRightText()

Returns a string containing the color specified on the Change Appearance page for the text color in the right frame.

colorRightVLink()

Returns a string containing the color configured on the Change Appearance page for the visited link color in the right frame.

colorTable()

Returns a string containing the color specified on the Change Appearance page for the table color.

colorToolbar()

Returns a string containing the color configured on the Change Appearance page for the toolbar.

currentUserCount()

Returns an integer representing the number of current users (active within the last 30 minutes).

forumCount()

Returns an integer representing not the total number of forums in the current board, but the number of forums the user has access to in the current board.

id()

Returns a long containing the BoardID of the current board.

isClosed()

Returns a Boolean; true if the board is closed/private or false if it is not.

logoffURL()

Returns a string containing the logoff URL.

manager()

Returns a string containing the board manager's name.

name()

Returns a string containing the board's name.

newUserCount()

Returns an integer representing the number of new users today for the current board.

newUserCountAll()

Returns an integer representing the number of new users today for all boards.

showRealNames()

Returns a Boolean; true if the board is configured to show users by their real names, false if it is configured to show users by their login names.

URL()

Returns a string containing the access URL for the board, including FQDN, port (if necessary), and board alias.

usersTodayCount()

Returns an integer representing the number of users visiting the current board.

Form Object

The Form object lets your script read fields from a post and, under some conditions, set new values.

Methods

ContainsField(name)

Returns a Boolean; true if the specified field name exists in the form submitted.

Parameter**name**

A string containing the name of the field on the HTML form.

GetFormValueByName(name, *index*)

Looks up a value from the HTML form field by its name and, optionally, the index of the value for fields with multiple selections, and returns the value as a string.

Parameters**name**

A string containing the name of the field on the HTML form.

index

The index of the value for multiple-selection fields; 0 for single-selection fields.
(Optional)

GetFormValueCount(name)

Looks up a multiple-selection HTML form field by name and returns a long containing the number of selected entries in the field. For example, it returns the number of selected entries in a list box that allows multiple selections.

Parameter**name**

A string containing the name of the field on the HTML form.

Request Object

The Request object provides information such as basic authentication information, host name, user agent, IP address, cookies, referer, and other details about the HTTP request.

Methods

Cookie(name)

Looks up a cookie by name and returns a string containing the value of the cookie.

Parameter**name**

A string containing the name of the cookie to retrieve the value from.

Properties

authMethod()

Returns a string containing the AUTH_TYPE CGI variable.

authPass()

Returns a string containing the REMOTE_PASSWORD CGI variable.

authRealm()

Returns a string containing the AUTH_REALM CGI variable.

authUser()

Returns a string containing the REMOTE_USER CGI variable.

cookies()

Returns a string containing all cookies sent. See also: Cookie() method.

hostName()

Returns a string containing the REMOTE_ADDR CGI variable.

ip()

Returns a string containing the IP address of the client.

logicalPath()

Returns a string containing the logical path of the URL. This is anything after the domain name and following slash. For example, with the URL *your.site.com/product.info.html?data*, it returns `product.info.html?data`.

queryString()

Returns a string containing the query string of the URL. This is anything after the question mark. For example, with the URL *your.site.com/product.info.html?data*, it returns `data`.

referer()

Returns a string containing the referer URL.

requestMethod()

Returns a string containing the request method, GET or POST.

setFormValue(fieldName, value)

Sets the specified field to the specified string value.

userAgent()

Returns a string containing the browser type (user agent) of the browser sending the request.

Response Object

The Response object allows the script to send HTML back to the browser. The response object is not available in authentication scripts.

Methods

Send(output)

Sends HTML/text to the output buffer. You can use `Send()` as many times as you like in your script; it just builds up the buffer. The result of the buffer replaces the `<WB-SCRIPT>` tag in the HTML page.

Parameter**output**

The string to send to the output buffer. Should not contain HTML header tags or HTTP headers.

SendCancelMsg(output)

Sends a full string to the output (browser), cancelling the current request. This can be used only once, unlike the Send() method. Use SendCancelMsg() only in form scripts, not in tag scripts. See also SendCancelMsgRaw().

Parameter

output

A string that contains the full HTML of the page, from <HTML> to </HTML>, *excluding* the HTTP header.

SendCancelMsgRaw(output)

Sends a full string to the output (browser), cancelling the current request. This can be used only once, unlike the Send() method. Use SendCancelMsgRaw() only in form scripts, not in tag scripts. See also SendCancelMsg().

Parameter

output

A string that contains the full HTML of the page, from <HTML> to </HTML>, *including* the HTTP header.

Properties

getResponse()

Returns a string containing the contents of the output buffer.

Server Object

The Server object provides information on server properties; for example, product name and version, the administrator's email address, and the HTTP port. It also lets you page boards, send email, and log messages to *webboard.log*.

Methods

LogMessage(message)

Adds an entry to the *webboard.log* file.

Parameter

message

A string containing the message to add to the log file.

SendMail(from, recipient, cc, bcc, subject, body)

Sends mail to any user. The recipient, cc, and bcc parameters can have multiple addresses, delimited by commas. All parameters are required.

Parameters**from**

A string containing the email address or name/address pair to go on the From: line of the message.

recipient

A string containing the email address or name/address pair to go on the To: line on the message.

cc

A string containing the email address or name/address pair to go on the Cc: line of the message.

bcc

A string containing the email address or name/address pair to go on the Bcc: line of the message.

subject

A string containing the description to go in the Subject: line of the message.

body

A string containing the body of the message.

URLDecode(URL)

Decodes a URL-encoded string and returns a string containing the normal form of the encoded string. For example, "hello%20there%20user" becomes "hello there user".

Parameter**URL**

String to unescape.

URLEncode(URL)

Applies URL encoding rules, including escape characters, to a specified string and returns the encoded string. For example, "hello there user" becomes "hello%20there%20user".

Parameter**URL**

String to escape.

Properties

adminEmail()

Returns a string containing the email address of the WebBoard administrator as specified on the Site Management form.

GMTOffset()

Returns a string containing the GMT offset from the current time zone in 24-hour format with a + or -. The same as the WebBoard tag <WB-TIMEOFFSET>.

HTTPport()

Returns an integer representing the HTTP port of WebBoard's internal web server.

productName()

Returns a string containing the product name, plus major and minor version numbers, for example, "WebBoard/4.1."

productVersion()

Returns a string containing the WebBoard's full version number, for example, "4.10.0030."

scriptFile()

Returns a string containing the script filename (just the filename, not the entire path). For example, "WELCOME.VBS."

timeLocal()

Returns a string containing the current time in 12-hour format. This is the same as the WebBoard tag <WB-TIMELOCAL>.

timeSavings()

Returns a string containing the daylight savings time zone as configured by the computer. This is the same as the WebBoard tag <WB-TIMESAVINGS>.

timeSystem()

Returns a string containing the current system time, based on the GMT offset. This is the same as the WebBoard tag <WB-TIMESYSTEM>.

timeZone()

Returns a string containing the time zone as configured by the computer. This is the same as the WebBoard tag <WB-TIMEZONE>.

totalRequests()

Returns a long representing the total number of WebBoard requests. This is the same as the WebBoard tag <WB-TOTALREQUESTS>.

User Object

The User object makes available user properties, such as the current user's name, email, location, and all other settings on the user profile. In addition, you can change certain prop-

erties, page the user, and more. The user object is unique in that it is the only object for which you can change certain values, for example:

```
user.city = "San Diego"
```

Properties you can change are indicated by the syntax `city = newCity` instead of `city()`, which is a read-only property.

Note

The User object is not available in authentication scripts.

Methods

Page (sender, message)

Pages the current user.

Parameters**sender**

A string containing the name to appear as sender on the page (for example, WebBoard administrator).

message

A string containing the message in the page.

Properties

bio()

Returns a string containing the text in the Hobbies field of the current user's profile.

bio = newBio

Sets the Hobbies field of the current user's profile to the specified string.

canPage()

Returns a Boolean with true if the current user allows paging, or false if the user turned paging off.

city()

Returns a string containing the text in the City/Town field of the current user's profile.

city = newCity

Sets the City/Town field of the current user's profile to the specified string.

connects()

Returns a long containing the number of logins by the current user.

country()

Returns a string containing the text in the Country field of the current user's profile.

country = newCountry

Sets the Country field of the current user's profile to the specified string.

digestMode()

Returns a byte value indicating the user's mailing list format setting. Values can be: 0=Non-digest, 1=Digest, 2=Digest/ZIPped.

digestMode = newDigest

Sets the current user's mailing list format. Use a byte value where 0=Non-digest, 1=Digest, 2=Digest/ZIPped.

email()

Returns a string containing the text in the Email address field of the current user's profile.

email = newEmail

Sets the Email address field of the current user's profile to the specified string.

firstLogin()

Returns a date value containing the date and time of the first login by the current user.

firstName()

Returns a string containing the text in the First name field of the current user's profile.

firstName = newFirstName

Sets the First name field of the current user's profile to the specified string.

frames()

Returns a Boolean; true if the current user's Use frames setting is Yes and false if it is No.

fullName()

Returns a string containing the full name of the current user (the first and last name if the board is showing users by real name, or login name if the board is showing users by their login names).

fullView()

Returns a Boolean; true if the current user's Full topic view setting is Yes or false if it is No.

hideEmail()

Returns a Boolean; true if the current user's Hide email setting is Yes and false if it is No.

homePage()

Returns a string containing the text in the Home page field of the current user's profile.

isAdmin()

Returns a Boolean; true if the current user is a WebBoard administrator or false if the user is not.

isGuest()

Returns a Boolean; true if the current user logged in as a guest or false if the user did not.

isManager()

Returns a Boolean; true if the current user is a board manager or WebBoard administrator or false if the user is not.

isModerator()

Returns a Boolean; true if the current user is a conference moderator, board manager, or WebBoard administrator, or false if the user is not.

isModeratorOf(forumID)

Returns a Boolean; true if the current user is the moderator, board manager, or WebBoard administrator of the specified conference in the current board, or false if the user is not.

Parameter**forumID**

The ID of the conference. This is stored in the database in the Forums table.

lastLogin()

Returns a date value containing the date and time of the last login by the current user.

lastName()

Returns a string containing the text from the Last name field of the current user's profile.

lastName = newLastName

Sets the Last name field of the current user's profile to the specified string.

loginName()

Returns a string containing the text from the Login name field of the current user's profile.

msgsPosted()

Returns an integer representing the number of messages posted by the current user.

newAttnMessages()

Returns a long representing the number of new messages to the current user's attention.

newMessages()

Returns a long representing the number of new messages for the current user.

password()

Returns a string containing the password of the current user.

posts()

Returns a long representing the number of posts by the current user.

reverseTopics()

Returns a Boolean; true if the current user's Reverse topic order setting is Yes and false if it is No.

signature()

Returns a string containing the text from the Signature field of the current user's profile.

signature = newSignature

Sets the Signature field of the current user's profile to the specified string.

state()

Returns a string containing the text from the State/Province field of the current user's profile.

state = newState

Sets the State name field of the current user's profile to the specified string.

userID()

Returns a long containing the user ID of the current user.

userInfo(num)

Returns a string containing the value of the UserInfo field in the current user's profile.

Parameter**num**

The number of the UserInfo field (1–5).

For example:

```
response.send "UserInfo1 = " & user.userInfo(1)
```

userInfo(num) = newInfo

Sets the specified UserInfo field in the current user's profile to the string given in newInfo.

Parameter**num**

The number of the UserInfo field (1–5).

For example:

```
'Change UserInfo1
user.userInfo(1) = "Last logged in at: " & Now

'Send UserInfo1 to output stream
response.send "UserInfo1 = " & user.userInfo(1)
```

Filesystem Object

The Filesystem object provides access to basic file manipulation routines. This object is described in detail at the Microsoft Developer's site in the information on the VBScript and JScript scripting languages. When this book went to print, the URLs were as follows (but they may have changed since):

<http://msdn.microsoft.com/scripting/vbScript/vbslang/vbstoc.htm>

and:

<http://msdn.microsoft.com/scripting/JScript/jslang/jstoc.htm>

Here are some examples showing how to copy a file in various scripting languages:

(VBScript)	FileSystem.CopyFile("c:\file.txt", "c:\copy.txt")
(JavaScript)	FileSystem.CopyFile("c:\\file.txt", "c:\\copy.txt");
(PerlScript)	\$FileSystem->CopyFile("c:\\file.txt", "c:\\copy.txt");

Customizing WebBoard Pages

Unlike most applications' user interfaces, which are coded into the program's executable, WebBoard's frames user interface is almost completely composed of HTML files. With an HTML editor and a basic understanding of some special WebBoard HTML tags, you can easily make changes to the frames interface site-wide or board by board. For example, you may want to personalize your board by adding a name or logo to the Welcome page. Or you may want to provide more feedback, such as what number visitor to your board a user is on a particular day. If your board serves foreign-language users, you can also translate the HTML files and, through the *language.ini* file, translate the system messages. All these changes and more are part of customizing WebBoard.

In addition to editing the HTML to make changes to text and graphics, you can use WebBoard-specific tags for adding dynamic information to pages, such as the date or the visiting user's name. The WebBoard `<WB-INCLUDE>` tag lets you include text files. Special WebBoard URLs aid navigation by taking users to specific tasks or locations in WebBoard. Enabling optional fields on the user profile lets you gather information specific to your board—and use it via WebBoard tags.

You can change the text files WebBoard sends as email to new users to notify users of new messages posted to a conference, and to mailing-list subscribers. WebBoard's help files are also HTML files and can be changed as necessary to meet your users' needs.

Note

The information in this chapter regarding HTML pages and WebBoard tags apply only to the frames interface. You can also customize every aspect of the WebBoard ASP interface by editing its default pages and using its set of programmable objects for easy site integration. For more information on customizing the ASP interface, see the documentation installed with WebBoard ASP, located in the WebBoard program folder on the Start menu. The help files and text files described in this chapter apply to both interfaces.

As you become familiar with the WebBoard HTML files, tags, URLs, help files, text files, and optional user profile fields, you'll find many ways to enhance your boards. This chapter describes these HTML page-customization features. Chapter 12, *WebBoard File Reference*, serves as an annotated reference list of the WebBoard files.

Editing WebBoard's HTML, Help, and Text Files

The default WebBoard scheme is pleasant and unobtrusive. To add more pizzazz and dress up a board a bit, you may switch to another board scheme, as described in Chapter 6. But maybe you want to really personalize it. Your company's logo on the welcome page (*intro.html*) might be a good place to start. You may want to change the welcome message or post the project schedule in place of a welcome message so everyone sees it every time they log in. All these ideas and more are easy to implement by changing a few items in WebBoard's HTML files.

WebBoard's help files are also HTML files. The appropriate help file is called by WebBoard whenever a user clicks a Help button or link. If your WebBoard serves an international community or if you are using WebBoard to teach a foreign language to your students, you may want to add instructions specific to your site or translate the help text.

When a new user joins a board, he or she is sent a message by email describing how to use WebBoard. The email includes the user's login name and password. When users select email notification for postings made to specific conferences, WebBoard sends them email once a day informing them of messages posted in the conference since they last logged on. Both of these notifications are text files, named *welcome.txt* and *notify.txt*, respectively. When WebBoard sends email to mailing list subscribers, it uses the template file *mlmsg.txt* that includes the message and links for replying. You can modify these text files to provide more specific information about your organization or the content of the board or conference.

This section discusses some general guidelines and tips for editing the WebBoard HTML, text, and help files, such as where they are located and some recommended editors. It then covers some specific items you should be careful about

when working with these files, such as the WebBoard tags. We recommend you read this section before making changes to any WebBoard files. Chapter 12 lists all the HTML and text files, with brief descriptions and any specific caveats about their contents.

General Guidelines and Tips

The following guidelines and tips will make your editing chores easier.

Updating from a previous version of WebBoard

Users upgrading from an earlier version of WebBoard will find that many of the HTML files have changed. During installation, WebBoard renames the previous version's HTML folder (for example, to *Html40*) to save the old files and installs the new files in the *Html* folder. If you customized the HTML files used in the previous version, upgrading does not carry over your changes to the new files. To customize the HTML files for the new version of WebBoard, you can either add your changes to the new files or edit your existing files to incorporate the changes in WebBoard 5. See Appendix B, *Upgrading Files from WebBoard 4.x* for full details of changes made in WebBoard 5.

Where to find files

WebBoard's frames interface HTML files, as well as all help and text files reside in the *WebBoard\Html* folder and subfolders, *Chat*, *Help*, and *Wizards*. Note that if you installed WebBoard into a folder other than *WebBoard*, *Html* is a subfolder of that folder. Do not move these files from this folder, or WebBoard will not function properly.

Images included in the WebBoard HTML files reside in the Images folder. (The default location is *WebBoard\Images*, but this can be changed from the Change Board Appearance page as described in Chapter 6.) The Images folder is mapped to the URL */wbimages/*. You can change the default images called by the WebBoard files simply by replacing those files with new image files. Make sure the names you use for the new images are the same as those for the original files or that you change the names of the images called in the HTML file.

Backing up

Before you make any changes to a WebBoard file, make a backup copy of it. In fact, we recommend you make a backup of the entire *Html* folder in case you need to recover a file.

Customizing one board only

Avoid unpleasant surprises by paying close attention to whether you are changing HTML pages that are used by all frames boards or those used only by a particular board. When you create a frames board (see Chapter 6), WebBoard uses the default HTML, help, and text files from the *Html* folder. You can maintain a custom set of these files (any or all of them) for a specific board by copying the desired files to the board's subfolder in the *Html* folder. Board folders have the same name as their alias (for example, the *marketing* board has an HTML folder named *marketing*; for example, *WebBoard\HTML\marketing*).

If you customize the HTML pages in the *Html* folder, your changes affect all boards using frames on the site. To customize one board, copy the desired pages to that board's subfolder and edit the copied files. For example, to customize the text notification files and the introductory message users receive on the *marketing* board, copy *welcome.txt*, *notify.txt*, and *intro.html* to the subfolder *marketing* and edit them as necessary.

Changing board design and colors

You can easily change the board design by switching schemes. Or simply change the colors WebBoard uses on a per-board basis. From the Administrator or Manager menu under More Options, click Change Board Appearance. You can change the scheme, which alters the menubar appearance, the font colors, the background colors, and the overall style of the board. Or you can change color only, adjusting the color used for the background, tables, contrast, left frame, text, and links for the board. See Chapter 6 for details on using WebBoard's scheme and color selectors.

Be careful with JavaScript routines

Many of WebBoard's HTML files contain WebBoard-specific elements and JavaScript routines. The WebBoard custom HTML tags, variable tags, and URLs are described in the following sections. JavaScript routines are embedded between `<script language="JavaScript">` and `</script>` tags. Be especially careful when editing files that contain JavaScript routines. If you inadvertently change a JavaScript routine, WebBoard may not function correctly. Before starting, always make backup copies of all files you plan to edit. For an example of a file with a JavaScript routine, see *chatrooms.html*.

Recommended HTML editors

WYSIWYG HTML or visual editors do not properly display WebBoard's custom HTML tags. For example, the FrontPage editor or Netscape's Composer will not show the custom tags WebBoard uses. For that reason, we recommend you use an

HTML editor (such as HomeSite from Allaire) that shows the actual source with all tags. A plain-text editor (such as Notepad) is also a wise choice.

WebBoard's Custom HTML Tags

WebBoard supports ten custom HTML tags. These tags are processed by the WebBoard server before the page is sent to the browser (remember that browsers are responsible for processing both standard and generally accepted HTML extensions). The WebBoard custom tags provide additional functionality to the display and content of WebBoard pages, as described here:

<LOOP> and </LOOP>

The <LOOP> tags enclose text, HTML, and WebBoard variable tags that are repeated as many times as necessary to display a list or table of dynamic information. In essence, the loop provides a template into which varying numbers of entries are poured. For example, the Conference Profile list includes a loop to display conference names consistently whether you have 3 conferences or 300. To give lists a different look and feel, you can change any of the information between the <LOOP> and </LOOP> tags. Example 11-1 shows the <LOOP> tags in *profmenu.html*, the source of the Conference Profile list.

Example 11-1 The <LOOP> section of *profmenu.html*

```
<!-- Start loop for list of conferences and check boxes -->
<!-- All HTML between the LOOP tags will be repeated for each
conference listed -->
<loop>
<tr>
<td bgcolor="<wb-clr_table>" valign=top>
<font face="Arial,Helv" size="-1">
<a href="confinfo?<wb-forumid>"><wb-forumname></a>
</font>
</td>
<td bgcolor="<wb-clr_table>">
<font face="Arial,Helv" size="-1">
<wb-forumdescription>&nbsp;
</font>
</td>
</tr>
</loop>
<!-- End loop -->
```

<FRAMESOFF> and </FRAMESOFF>

The <FRAMESOFF> tags indicate material for users who choose to view WebBoard in no-frames mode (a user option on boards that use the frames interface). Each HTML file used by the WebBoard frames interface has a <FRAMESOFF> section, which can contain text, HTML, and WebBoard special

tags. You can customize the information within this section as necessary. Example 11-2 shows the `<FRAMESOFF>` section of *profmenu.html*, the source of the Conference Profile list.

Example 11-2 The `<FRAMESOFF>` section of *profmenu.html*

```
<framesoff>
<a href="menu"><b>Conferences Menu</b></a>
|
<b><a target="messages" href="Help">Help</a></b>
|
</framesoff>
```

`<FRAMESON>` and `</FRAMESON>`

The `<FRAMESON>` tags are the opposite of the `<FRAMESOFF>` tags. They tell WebBoard what to do if the user has chosen to use frames mode. In no-frames mode, the text between these tags is removed when the pages are processed by the WebBoard server. The `<FRAMESON>` sections call a JavaScript routine that refreshes the Conferences list. The files that include these tags are *read.html*, *confadded.html*, *confdelete.html*, *markread.html*, and *conforder.html*. Example 11-3 shows the `<FRAMESON>` section of *read.html*, the source of the message reading page.

Example 11-3 The `<FRAMESON>` section of *read.html*

```
<frameson>
<script language="JavaScript">
<!--
parent.frames[1].location = "list?refresh";
//-->
</script>
</frameson>
```

`<ADMIN>` and `</ADMIN>`

The `<ADMIN>` tags indicate material for WebBoard administrators. WebBoard processes the information inside these tags and displays it only if the person viewing the page has WebBoard administrator privileges. The Administrator link from the More Options menu is an example of material shown only to a WebBoard administrator. You can customize the material between these tags and use the tags in other WebBoard files to display messages specific to a WebBoard administrator. Example 11-4 shows the `<ADMIN>` section of *more.html*, the More Options menu file.

`<MANAGER>` and `</MANAGER>`

The `<MANAGER>` tags indicate material for board managers. WebBoard processes the information inside these tags and displays it only if the person

viewing the page has manager privileges. The Manager link from the More Options menu is an example of material shown only to managers. You can customize the material between these tags and use the tags in other WebBoard files to display messages specific to managers. For example, you may add a message reminding board managers to check the *admin* board for messages from the administrator. Example 11-4 shows the <MANAGER> section of *more.html*, the More Options menu file.

<MODERATOR> and </MODERATOR>

The <MODERATOR> tags indicate material for conference moderators. WebBoard processes the information inside these tags and displays it only if the person viewing the page has moderator privileges. The Moderator link from the More Options menu is an example of material shown only to moderators. You can customize the material between these tags and use the tags in other WebBoard files to display messages specific to conference moderators. Example 11-4 shows the <MODERATOR> section of *more.html*, the More Options menu file.

Example 11-4 The <ADMIN>, <MANAGER>, and <MODERATOR> sections of *more.html*

```
<admin>
<tr>
<td bgcolor="<wb-clr_contrast>" width="30%">
<font face="Arial,Helv" size="-1">
<a href="admin"><b>Administrator</b></a><br>&nbsp;
</font>
</td>
<td bgcolor="<wb-clr_table>" valign=top>
<font face="Arial,Helv" size="-1">
Accessible only by Administrators.
</font>
</td>
</tr>
</admin>
<manager>
<tr>
<td bgcolor="<wb-clr_contrast>" width="30%">
<font face="Arial,Helv" size="-1">
<a href="admin"><b>Manager</b></a><br>&nbsp;
</font>
</td>
<td bgcolor="<wb-clr_table>" valign=top>
<font face="Arial,Helv" size="-1">
Accessible only by Managers.
</font>
</td>
</tr>
</manager>
<moderator>
```

Example 11-4 The <ADMIN>, <MANAGER>, and <MODERATOR> sections of *more.html* (continued)

```
<tr>
<td bgcolor="<wb-clr_contrast>" width="30%">
<font face="Arial,Helv" size="-1">
<a href="admin?conferences"><b>Moderator</b></a><br>&nbsp;
</font>
</td>
<td bgcolor="<wb-clr_table>" valign=top>
<font face="Arial,Helv" size="-1">
Accessible only by Moderators.
</font>
</td>
</tr>
</moderator>
```

Note

Once you have registered your copy of WebBoard, you may want to remove the <ADMIN> section from the *intro.html* page. Registering your copy of WebBoard ensures that you will receive information about product enhancements, news, and special offers.

<NOAUTH> and </NOAUTH>

The <NOAUTH> tags indicate material that is not displayed to users of boards with no authentication. WebBoard processes the information inside these tags and displays it only if the current board requires authentication of users. These tags are used to exclude links from the More Options menu that are not available on no-auth boards. You can add these tags to other files as desired. Example 11-5 shows a <NOAUTH> section of *more.html*, the More Options menu file.

Example 11-5 <NOAUTH>, <NOAUTHA>, and <NOGUEST> sections of *more.html*

```
<noautha>
<noauth>
<noguest>
<tr>
<td bgcolor="<wb-clr_contrast>" width="30%">
<font face="Arial,Helv" size="-1">
<a href="profile?0"><b>Edit Your Profile</b></a>
</font>
</td>
<td bgcolor="<wb-clr_table>" valign=top>
<font face="Arial,Helv" size="-1">
Edit your personal profile.
</font>
```

Example 11-5 <NOAUTH>, <NOAUTHA>, and <NOGUEST> sections of *more.html* (continued)

```
</td>
</tr>
</noguest>
</noauth>
</noautha>
```

<NOAUTHA> and </NOAUTHA>

The <NOAUTHA> tags indicate material that is not displayed to WebBoard administrators and board managers of boards with no authentication. WebBoard processes the information inside these tags and displays it only if the current board requires authentication of users. These tags exclude links from the More Options menu that aren't available on no-auth boards to administrators and board managers. You can add these tags to other files as desired. Example 11-5 shows a <NOAUTHA> section of *more.html*, the More Options menu file.

<NOGUEST> and </NOGUEST>

The <NOGUEST> tags indicate material that is not displayed to guest users. WebBoard processes the information inside these tags and displays it only if the current user is not a guest. These tags exclude links from the More Options menu that are not available to guests. Often they are used in the same instances as <NOAUTH> tags. You can add these tags to other files as desired. Example 11-5 shows a <NOGUEST> section of *more.html*, the More Options menu file.

<ESC> and </ESC>

The <ESC> tags are for use in posting messages to escape characters that would normally be processed by WebBoard and display them as is. In particular, these tags allow the inclusion of HTML code in messages that appears as HTML and is not processed. This tag may be useful to your WebBoard users, depending on the nature of the board. You can inform your users as appropriate. For example, if a user posts:

```
This is how you get big, blue letters in a posting: <font size=+4
color=blue>Put Your Text Here</font>
```

without the <ESC> tags, WebBoard processes the HTML and displays Put Your Text in large, blue letters. Posting the same message with the <ESC> tags:

```
<ESC>This is how you get big, blue letters in a posting: <font size=+4
color=blue>Put Your Text Here.</font></ESC>
```

causes WebBoard to leave the escape HTML in place and displays This is how you get big, blue letters in a posting: Put Your Text Here.

Adding Variable Information with WebBoard Tags

As you've used WebBoard, you've noticed pages that include variable information. For example, the welcome page (*intro.html*) includes the user's first name and the number of new messages you have. This variable information is added to WebBoard pages through special WebBoard tags.

Similar to HTML tags in appearance and use, WebBoard tags can be included in almost any WebBoard frames HTML, help, or text file. You can also put them in messages, conference profiles, and user profile information. WebBoard tags let you create dynamic pages that provide pertinent information for your users.

For example, to insert a WebBoard user's real first name in a conference profile description, include the tag `<WB-FIRST>` in the description:

```
Add your comments to this product discussion, <WB-FIRST>
```

To show a long version of the current date and time on the Messages Posted Today list, include the tags `<WB-DATELONG>` and `<WB-TIME>` in the file *msgtoday.html*:

```
The following messages were posted <WB-DATELONG> before <WB-TIME>:
```

When Meghan reads these pages, she sees the following:

```
Add your comments to this product discussion, Meghan
The following messages were posted Tuesday, July 28, 2001 before 5:57
pm:
```

WebBoard supports a large number of tags, which you can use in a variety of ways to create dynamic pages for your WebBoard. The following sections describe the WebBoard special tags.

Note

As you edit WebBoard's files, you'll notice many tags in the form `<WB-variable_name>`. Many of these tags are used by the WebBoard program and should not be changed or removed; the WebBoard tags available for general use are listed in the following sections.

Tags Related to the User

The following WebBoard tags provide information about the current user and the user's current session. Note that some information may not be available if it wasn't provided in the user's profile:

<i>Tag Name</i>	<i>Replaced with</i>
<WB-NAME>	User's full real name (mixed case).
<WB-NAMEU>	User's full real name (all uppercase).
<WB-FIRST>	User's first name (mixed case).
<WB-FIRSTU>	User's first name (all uppercase).
<WB-LAST>	User's last name (mixed case).
<WB-LASTU>	User's last name (all uppercase).
<WB-CITY>	User's city name. This information is taken from the City/ Town field of the user's profile.
<WB-STATE>	User's state name. This information is taken from the State/ Province field of the user's profile.
<WB-COUNTRY>	User's country name. This information is taken from the Country field of the user's profile.
<WB-EMAIL>	User's email address.
<WB-USERID>	User's WebBoard ID number.
<WB-FIRSTLOGIN>	Date of user's first login in <i>MM/DD/YY</i> format (03/18/01).
<WB-TOTALCONNECTS>	Total number of connects (WebBoard requests) for the user.
<WB-BIO>	User's biographical information (interests, hobbies). This information is taken from the user's personal profile.
<WB-HOMEPAGE>	User's home page. This information is taken from the user's profile.
<WB-USERINFO1...5>	These tags correspond to the optional fields on the user profile. See "Gathering More Information on the User Profile," later in this chapter.
<WB-HOSTNAME>	Hostname of the location from which the user is reaching your WebBoard.
<WB-IPADDRESS>	The IP address of the location from which the user is reaching your WebBoard. This information is taken from the user's browser.
<WB-NEWMSG>	Number of new messages for the user; messages are consid- ered new until a user marks messages as read or WebBoard automatically marks them as read, if automatic marking is enabled on the user profile.
<WB-ATTNMSG>	Total number of messages posted to the user's attention.
<WB-ATTNNEWMSG>	Total number of new messages posted to the user's attention.
<WB-POSTS>	Number of messages the user has posted.

Tags Related to Boards, Conferences, and Mailing Lists

These WebBoard tags provide information about boards, conferences, and mailing lists:

Tag Name	Replaced with
<WB-BOARD>	Unique numeric ID of the current board the user is in, for example, 1 or 2.
<WB-BOARDID>	Unique numeric ID of the current board the user is in, for example, 1 or 2. Same as <WB-BOARD>.
<WB-BOARDALIAS>	Alias of the board (used in the board's URL).
<WB-BOARDNAME>	Name of the board (used in <i>intro.html</i>).
<WB-BOARDMANAGER>	Name and email address of the board's manager; if the Email Address field on the General section of the Add Board form is left empty, this tag returns an empty string.
<WB-BOARDLOGOFF>	Logoff URL for the current board; this value is the same as that used for the Logoff button on the menubar.
<WB-NEW output=<image>>	Creates an icon or text marking new messages in the message window. Place the tag anywhere in the <i>read.html</i> or <i>readfull.html</i> pages. The format is: <pre><wb-new output="</pre> or <pre><wb-new output="NEW"></pre> You can have many instances of this tag, so you could have an image in one spot and a textual representation in another.
<WB-FORUMINFORMATION>	Reads in information about a specific conference contained in the <i>foruminfo_N.html</i> file for the conference, where <i>N</i> is the conference ID number. Works only in the <i>confintro.html</i> file.
<WB-FORUMCHATROOM>	Chat room name for a conference. Can be used only in the <i>foruminfo_N.html</i> and <i>confintro.html</i> files.
<WB-FORUMMAILLIST>	Mailing list name for a conference. Can be used only in the <i>foruminfo_N.html</i> and <i>confintro.html</i> files.
<WB-FORUMNEWSGROUP>	Newsgroup name for a conference. Can be used only in the <i>foruminfo_N.html</i> and <i>confintro.html</i> files.
<WB-FORUMFILELIST>	Creates a list of the file attachments in a conference. Can be used only in the <i>foruminfo_N.html</i> and <i>confintro.html</i> files.
<WB-NEWUSERSTODAY>	Total number of new users to current board.
<WB-NEWUSERSTODAYALL>	Total number of new users for all boards.
<WB-USERSTODAY>	Total number of visitors today to current board.
<WB-USERSCURRENT>	Total number of current users on current board.
<WB-USERSCURRENTALL>	Total number of current users on all boards.

Tags Related to the Web Server

These WebBoard tags provide information on WebBoard's web server:

<i>Tag Name</i>	<i>Replaced with</i>
<WB-SVRSOFTWARE>	Version/revision number of the web server software.
<WB-SVRNAME>	Server's network hostname.
<WB-SVRPORT>	Server's network port number, typically 80.
<WB-SVRPORT80>	Server's network port number. If the port is 80, the result is an empty string; if the port is not 80, the result is the port number with a colon, :8080. This tag is helpful to build a full URL for WebBoard if the port is other than 80.
<WB-SVRADMIN>	Email address of the WebBoard administrator as shown on the Mailing List Settings section of the Site Management form, in the WebBoard Administrator Email Address field.

Tags Related to the System

These WebBoard tags provide information about WebBoard and the system on which it is running:

<i>Tag Name</i>	<i>Replaced with</i>
<WB-TOTALREQUESTS>	Total number of WebBoard requests (replaces <WB-TOTAL-HITS>).
<WB-DATE>	Current system date in MM/DD/YYYY format (08/27/2001).
<WB-DATELONG>	Current system date in the format day of week, month, day, year (Friday, August 27, 2001).
<WB-TIME>	Current time in 12-hour format (5:57 P.M.).
<WB-TIMELOCAL>	Current time in a slightly longer 12-hour format (5:57:47 P.M.).
<WB-TIME24>	Current time in 24-hour format (17:57).
<WB-TIMEOFFSET>	GMT (Greenwich Mean Time) offset from the current time zone in 24-hour format with a + or - (-08:00).
<WB-TIMESYSTEM>	Current system time, based on the GMT offset; for example, if the local Pacific time is 5:57:47 P.M., <WB-TIMESYSTEM> reports 1:57:47 A.M. using the -8:00 hour GMT offset.
<WB-TIMEZONE>	Time zone as configured by the computer.
<WB-TIMESAVINGS>	Daylight savings time zone as configured by the computer (Pacific Daylight Time).
<WB-USERS>	Total number of WebBoard users.

Including Text Files via a WebBoard Tag

Using the <WB-INCLUDE> tag, you can add text files to your HTML pages. For example, a technical support board could include a text file with the current

schedule for chat room hours with support technicians. Or a project team leader could set up the welcome page to show the next deadlines and important dependencies.

The filename for the included file can be absolute or relative to the current board HTML folder. For example:

```
<WB-INCLUDE file="filename">
<WB-INCLUDE file="C:\filename">
```

If you are running WebBoard on more than one computer, the file must be accessible from all computers or be copied onto all computers. Here's an example using a UNC path to make the file accessible:

```
<WBINCLUDE file="//machine\share\dir\filename">
```

Note

Do not use <WB-INCLUDE> for script files. See Chapter 10, *WebBoard Open Scripting*, for information on scripting.

Enhancing Navigation with WebBoard URLs

To reach a board, you point your browser to a URL, either by typing it in directly or by clicking a link. WebBoard supports many other URLs that extend this basic address and take the user directly to specific WebBoard locations in the frames interface. Many of these URLs are incorporated into the program to move users from location to location and feature to feature quickly, such as the Conferences list or Search form. The WebBoard URLs can also perform specific tasks such as marking a user's messages as read. These URL extensions have the same effect as clicking one of the selections on the menubar.

As you customize WebBoard's pages, you can use WebBoard URLs in the HREF of an anchor tag (the tag that creates a hyperlink to another location) to move the user quickly to a new location or to accomplish a specific task. For example, it may be important for your users to know who else has visited WebBoard that day; perhaps the board is dedicated to a specific project, and members need a quick way to determine who has checked new postings. You can add a link to the welcome page (*intro.html*) to display the list of today's users:

```
<a href="/~marketing/loginstoday">Today's users</a>
```

If you want the resulting page to display only in the Message window frame (on the right in the browser), you must add a target attribute to the HREF identifying the frame:

```
<a href="/~marketing/loginstoday" target="messages">Today's users</a>
```

The three main WebBoard frames and their name to use as target attributes are:

<i>Frame</i>	<i>Name for target attribute</i>
Menubar (top)	toolbar
Conferences list (left)	topics
Messages (right)	messages

You can use WebBoard URLs in any WebBoard HTML or help files. The following list gives the WebBoard URLs and their actions:

<i>WebBoard URL</i>	<i>Location</i>
<i>/~alias</i>	Go to board <i>alias</i> .
<i>/~alias/search</i>	Go to the Search form for the specified board.
<i>/~alias/search?today</i>	List new messages posted today for the specified board.
<i>/~alias/markread</i>	Mark as read all messages in all conferences for the specified board.
<i>/~alias/list</i>	Go to the Conferences list for the specified board.
<i>/~alias/top10posters</i>	Go to the list of top 10 posters for the specified board.
<i>/~alias/top10users</i>	Go to the list of top 10 users for the specified board.
<i>/~alias/loginstoday</i>	Go to the list of today's users for the specified board.
<i>/~alias/userpeek?#</i>	Go to the user profile for user number # for the specified board.

Gathering More Information on the User Profile

The user profile page contains fields for the most commonly requested user information. Some of those fields are required for the WebBoard frames interface to operate correctly and cannot be changed—login name, first name, last name, password, and email address. You can collect different information in the other text entry fields (location fields, signature, and so on) by simply changing the text label on the various HTML pages that display the user profile (*newuser.html*, *newuser-e.html*, *useradd.html*, and *useredit.html*). Those pages also contain five more text-entry fields that are commented out, so they don't appear when the page is viewed through a browser. These five fields are linked to five database categories. With a few simple steps, you can set those fields to appear on the user profile and use them for any information you want.

Gathering Different Information in Defined Fields

The basic steps involved in gathering different information in optional (not required) defined fields on the user profile are easy, but it's essential that you carefully think through the ramifications of changes you may make. The fields are tied to WebBoard tags (see “Tags Related to the User,” earlier in this chapter), and without forethought, you may end up with odd information where WebBoard uses those tags. For example, the Search User results page has a column for location.

Changing the City/Town field to Building may work out fine; changing it to Age would not. Using the Hobbies field to collect information about previous job history wouldn't be a problem; using the Signature field would result in that information being posted to the end of messages.

The best approach is probably to keep the various location fields for collecting location-related information, even if it isn't the exact information asked for by default. For gathering other types of information, use Hobbies or, best yet, the undefined fields (described next).

To gather different information in defined fields on the user profile, follow these steps:

1. To make changes to one board only, copy the following HTML files into that board's HTML subfolder; to make changes that affect all boards on the site, use the (already backed-up) files in the HTML folder:
 - *newuser.html* (board without email verification)
 - *newuser-e.html* (board with email verification)
 - *useradd.html*
 - *useredit.html*
2. Open the files in an HTML editor that shows the source or a text editor such as Notepad. If you want to enable the fields for one board only, make sure you open the file from that board's HTML subfolder.
3. Find and change the labels for the fields you want to use for a different purpose. Take note of the following:
 - Don't make changes to the max length numbers.
 - Check the tag the field is tied to.
 - Don't use a field to collect information that won't fit.
4. Save changes.

Using the Undefined Fields

The undefined fields are already present on the user profile HTML pages, but are commented out. You simply change the comment lines to enable the fields you want. The database fields are already set up to store the information from the undefined fields. The database fields are defined as type text.

Furthermore, each optional field has an associated WebBoard tag that you can use to display information from the field. The tags are <WB-USERINF01> through <WB-USERINF05>.

To enable the undefined fields, follow these steps:

1. To make changes to one board only, copy the following HTML files into that board's HTML subfolder; to make changes that affect all boards on the site, use the (already backed-up) files in the HTML folder:
 - *user-profile.html*
 - *useredit.html*
2. Open the files in an HTML editor that shows the source, or a text editor such as Notepad. If you want to enable the fields for one board only, make sure you open the file from that board's HTML subfolder.
3. Find the lines for the optional fields, which are named UserInfo1 through UserInfo5. Here's a sample line:

```
<input name=UserInfo1 value="<wb-userinfo1>" maxlength="100" size="30">
```
4. Remove the comment lines so that the fields you want to enable are no longer commented out. HTML comments are in the form `<!-- comments -->`.
5. Set a `maxlength` property to a reasonable limit for the type of information you will collect. The limit set by the software is 2000 characters.
6. Change the text labels for the fields to whatever you want to appear on the form. Do not change the name of the field itself.
7. Save the changes.
8. Test the new fields on all forms.

Allowing for Long Email Addresses

Some users, users with military email addresses, for example, may need a longer email field than WebBoard's default 50-character field. Although the various forms that have a field for the user's email address limit the address to 50 characters, the database itself can accommodate up to 255 characters. It is possible to accommodate email addresses up to 255 characters by editing some HTML pages to expand the `maxlength` property of the email field. Edit all HTML pages that contain an email field, changing the `maxlength` value for the email field to the desired value. These are some of the HTML pages that have email fields (there are many others): *useredit.html*, *useradd.html*, *postmsg.html*, *postmsg-f.html*, *user-profile.html*, *newuser.html*, *newuser-e.html*.

Localizing Hardcoded Strings

WebBoard includes a language file in which you can localize the hard-coded strings used by the frames interface. You can use this file on a on a board-by-board basis, so different boards on the same site can use different native languages. Localization isn't limited to foreign languages, of course. You can change any of these hard-coded strings as appropriate for a board.

Note

For foreign languages, you can use only single-byte character sets.

Language.ini Overview

The language file, called *language.ini*, has several sections relating to various parts of the system. Each section lists the messages displayed by the system under certain conditions. The sections are as follows:

JavaScriptChat

This section is included only for legacy support of the JavaScript chat included in older versions of WebBoard. It has no use in new WebBoard 5 installations.

Messages

Text that appears on messages and the post and edit message form, such as “Deleted User” or “Empty Address Book.”

Misc

Miscellaneous items including the messages displayed after administrative changes are made.

The keyword used for the Attention messaging feature. The keyword is used in inbound and outbound mailing list and newsgroup messages. Default is Attn:. If you do change the keyword, be sure to edit the HTML pages for posting, reading, and editing messages so that the new keyword replaces Attn: in the displayed pages. Otherwise, users will be confused.

The Preferred URL entry allows you to replace the value of the <WB-URL> tag used for a board in various settings. You may want to change this value even if you are doing no foreign language translation.

Page

Error and alert messages for paging.

Search

Error messages associated with searching. Errors include such things as entering an invalid date, using a search word that is too common, or searching for users if no users meet the criteria.

Tree

Various messages that appear in the status bar when navigational icons are used, words indicating new and attention messages, and navigation text such as Next or Move Top.

UserPeek

Error messages associated with trying to view profiles of guest or deleted users.

Making Changes to Language.ini

The *language.ini* file is stored in the root HTML folder. To make changes, open it in a text editor and change the value of the message setting. For example, the message displayed whenever changes are saved is as follows:

```
; Confirmation message used wherever changes are made  
SavedMsg=Your changes have been saved!
```

You could change the message to be more explicit:

```
SavedMsg=WebBoard has saved your changes to the database!
```


12

WebBoard File Reference

As discussed in Chapter 11, *Customizing WebBoard Pages*, most of WebBoard's frames user interface is controlled by HTML files. You can customize these files to reflect the look you want for your WebBoard and to provide more pertinent information to your users. In addition to the HTML files, WebBoard's text and help files are also easy to customize.

This chapter serves as a reference for the many HTML files used in WebBoard. Each file is listed (in alphabetical order by category) with a brief description of its purpose and any items you should note when editing the file. For example, many files contain JavaScript code, which should not be touched.

Often you may need to update more than one file to make sure the customizations you've made are reflected in all instances. As appropriate, we've cross-referenced files that work closely together. However, we can't stress enough the need to test any files you edit. If you need more information on editing files, please refer to Chapter 11.

This chapter first covers the general HTML files used in the frames interface. Next it covers the text files used to send email messages to users. The Chat HTML files are covered next, followed by the Wizard HTML files and the help files. The last section of this chapter lists all the images used by WebBoard.

Note

If you are upgrading from a previous version of WebBoard, several HTML files have changed. See Appendix B, *Upgrading Files from WebBoard 4.x* for a list of changes and items to consider when upgrading.

General HTML Files

WebBoard's general HTML files determine most of the program's frames user interface, from the login page to the conference profile list. These files reside in the WebBoard HTML folder (typically *C:\WebBoard\Html*). You can edit these files to customize your pages as described in Chapter 11. Remember that to customize one board (not all boards), the changed files must be in the board's subfolder, not directly in the HTML folder. This section lists each HTML file, its purpose, and any suggestions or caveats about making changes. The files are listed in alphabetical order.

Warning

Before making changes to any WebBoard file, be sure to make a backup copy of it. If you inadvertently remove or change information used by WebBoard, you can use your backup to return to the original (working) file. Otherwise, you will have to reinstall WebBoard.

addrbook.html

Purpose

This page contains the form for adding users to the address book and a list of users already in the address book. It appears when a user clicks Address Book on the More Options menu. The list of users contains links to view the user profiles.

Notes

- Conditional <ADMIN> and <MANAGER> sections provide links to edit and delete the users listed.

asknew.html

Purpose

This page appears under basic authentication mode when a user logs in and WebBoard does not recognize the login name. The page asks if the user wants to log in as a new user

or retype the login name. This page also appears if a user types an incorrect password in a basic authentication dialog and then clicks Cancel rather than Retry in the error dialog.

Notes

- This page does not appear if WebBoard is using cookie authentication mode. Under this mode, if the user mistypes his or her password or the login name is already in use, WebBoard redispays the login page.

attach.html

Purpose

This page appears if a user checked the Attach a File box when creating a new message and clicked Post. Note that any preview options occur first, and the message is posted before the file attachment. The File Attachment page is a form for selecting the type of file, the location of the file on the local system, a description of the file, and whether or not additional files are to be uploaded.

Notes

- Not all browsers support file attachments. Netscape Navigator 2.0 (and higher) supports file attachments. Microsoft Internet Explorer 4.0 and higher supports file attachments. IE 3.x and higher supports file attachments with a special plug-in available from Microsoft. If a user's browser doesn't support file attachments, the Browse button on this page doesn't display.
- This file contains two conditional pages that are sent when the number of attached files is exceeded or the size limit for attached files is exceeded.
- This file contains a <LOOP> section for reading in the list of categories and their images.
- You can change the default images by replacing the appropriate files in the \WebBoard\Images folder. The images are as follows: *fa_app-s.gif* (application), *fa_audio-s.gif* (audio), *fa_doc-s.gif* (document), *fa_image-s.gif* (image), *fa_misc-s.gif* (unknown), *fa_mm-s.gif* (multimedia), and *fa_inline-s.gif* (inline image).

authfail.html

Purpose

This page appears if WebBoard is not able to complete a login, or the user has canceled the login process. It appears only if basic authentication mode is in use; it replaces the standard access-denied message.

Notes

- This file contains a *mailto* URL to the WebBoard administrator using the tag <WB-SRVADMIN>. If you want queries directed to another address, replace the tag with the proper email address.

boardadd.html

Purpose

This page is the form for creating a board. It appears when a WebBoard administrator selects Add Board from the Administrator menu.

Notes

- This page is displayed only to users with WebBoard administrator privileges.

boardadded.html

Purpose

This page is a table summarizing the setup of a just-created board and displays after a WebBoard administrator clicks Create on the Add Board page. This page includes a link to the new board.

Notes

- This page is displayed only to users with WebBoard administrator privileges.

boardbad.html

Purpose

This error message appears in one of two instances. If a user has not included a board alias in the WebBoard URL, this page appears describing the correct syntax. This page also appears if a user logs in to WebBoard with cookies turned off in his browser. The browser must be set to accept cookies even if this board does not use cookie authentication.

Notes

- This file contains a *mailto* URL to the WebBoard administrator using the tag <WB-SRVADMIN>. If you want queries directed to another address, replace the tag with the proper email address.

boardclosed.html

Purpose

This page alerts users that the board they are trying to reach is limited to a select group of users. Such restricted boards are called *closed*. A WebBoard administrator or board manager must manually add users to a closed board.

Notes

- This page's default background is red. You may want to change the color.

boarddelete.html

Purpose

This warning page prevents a WebBoard administrator from inadvertently deleting the wrong board. It appears when an administrator selects Delete Board from the Administrator menu. The two links on this page either complete or cancel the deletion.

Notes

- This page contains two conditional pages that are sent when the selected board does not exist or after the deletion is completed to confirm the action.

boardedit.html

Purpose

This page is the form for editing an existing board. It appears when a WebBoard administrator selects Edit Board from the Administrator menu.

Notes

- This page is displayed only to users with WebBoard administrator privileges.

boardlist.html

Purpose

This page lists all boards the current user has previously visited. It appears when the user clicks List Boards from the More Options menu. Each board name is a link to the appropriate board. Administrative privileges for administrators and board managers are indicated by a key icon to the right of each board name.

Notes

- This file contains a <LOOP> section for reading in the list of visited boards.
- The image used for the key icon is named *key.gif*.

boardpreview.html

This page appears when a user clicks Preview from the Change Board Appearance page. The page appears in a separate browser window and shows a sample of how the board would look with the selected scheme and any custom settings. It allows the user to view the settings before actually applying them to the board.

Notes

None.

boardscheme.html

Purpose

This page allows WebBoard administrators and board managers to change the board scheme and to customize the images and colors used by that scheme. It appears when the user clicks Change Appearance on the Administrator or Manager menu. In the section for customizing colors, you can either enter new color values manually or select them from the Color Selector, which is available by clicking the palette button to the right of each color field. There is also a link to a list of available color names.

Notes

- This file contains several JavaScript sections; edit carefully!
- The Color Selector is contained in the file *colors.html*. The graphic file *color.gif* is used for the color selector buttons.

broadcast.html

Purpose

This page displays the Broadcast to All Users form used by WebBoard administrators. It appears when a WebBoard administrator clicks the Broadcast to All Boards link on the Administrators menu. The message is sent to users on all boards.

Notes

- This file contains JavaScript code for calling the broadcast message alert box; we highly recommend you not edit it. If you must, make a backup copy of this file first.

- This file also contains a default message for the broadcast stating that the system will be shut down in 10 minutes. You may want to delete this message to prevent it from being inadvertently sent to all users.

bulkemail.html

Purpose

This page provides a form for composing and sending email to groups of users. It appears when a WebBoard administrator or board manager clicks Send Email on the Administrator and Manager menu.

Notes

- Conditional <ADMIN> and <MANAGER> sections control the choices for recipients available to WebBoard administrators and board managers.

bulkpreview.html

Purpose

This page displays a preview of the email message prepared on the *bulkemail.html* page. You can change text in the From, To, Cc, Bcc, Subject, and Message fields.

Notes

None.

chatrooms.html

Purpose

This page lists the available chat rooms (by conference name) and the number of users currently participating in the chat session. Each chat room name is a link that opens the chat client in a separate browser window. This page is updated every 60 seconds. Users see this page when they click Chat on the menubar.

Notes

- This HTML file contains sensitive WebBoard tags and JavaScript code; we highly recommend you not edit it. If you must, make a backup copy first.
- This page contains three conditional sections, one of which replaces the <WB-RESULTS> tag in the body of the displayed page, depending on the current status of the available chat rooms and the type of chat used for this board. If no chat rooms are available, <WB-RESULTS> is replaced with a message to that effect. If chat rooms are

available, a listing of the rooms appears, which includes the conference name, chat room name, and number of active users.

- The second and third conditional sections both include a <LOOP> section that creates a list of available chat rooms and the number of current active users.
- The <LOOP> sections also contain calls to the JavaScript code that launches the JavaScript chat when a user clicks the chat room's name in the list. This section is retained for legacy purposes; it applies only to users who are upgrading from previous versions of WebBoard.
- The JavaScript code is embedded in the main HTML portion of the page, enclosed in <SCRIPT> tags. *Do not edit the JavaScript!*
- The <WB - PAGING> tags identify text that is shown only if paging is enabled for the board.
- The <WB - BADNICK> tags identify text that is shown to a user if his WebBoard username and password are not compatible with the chat server's requirements. The text contains a link back to the user's profile where he can change the password.

colors.html

Purpose

This page displays the Color Selector for changing board colors. It appears when a WebBoard administrator or board manager clicks a color selector button from the Change Board Appearance page (*boardscheme.html*).

Notes

- This file is nearly 100% JavaScript. *Do not modify this file!*
- This page requires Netscape Navigator 4.0 or Microsoft Internet Explorer 4.0 (or higher for either browser).

confadd.html

Purpose

This page is the form for adding a new conference. It appears when a WebBoard administrator or board manager selects Add Conference from the Administrator or Manager menu.

Notes

- This form has checkboxes for a variety of conference settings, such as the conference type and whether or not file attachments are allowed. You can change the default settings by editing the HTML form tags. If a box is checked (the setting is on), the HTML appears as:

```
<input name="FieldName" checked type="checkbox">
```

- If a box is not checked (the setting is off), the HTML appears as:

```
<input name="FieldName" type="checkbox">
```

- To turn off a default setting, change `checked` type to `type`; to turn on a default setting, change `type` to `checked` type.

confadded.html

Purpose

This page is a table summarizing the setup of a just-added conference and appears after a WebBoard administrator or board manager clicks Create on the Add Conference page. The page includes the conference's name and description.

Notes

None.

confarchive.html

Purpose

This page retrieves and displays a list of the archived and deleted messages for the current conference. This page appears to the WebBoard administrators, board managers, and conference moderators from the Archive command on the Manage Conferences page.

Notes

- This file includes a conditional section that appears when no messages are found in the conference archive.
- This page includes `<ADMIN>` and `<MANAGER>` sections that display links back to the appropriate menus.
- This page also includes a `<LOOP>` section that displays the list of archived messages.

confdelete.html

Purpose

This warning page prevents a WebBoard administrator, board manager, or conference moderator from inadvertently deleting the wrong conference. It appears when an administrator, manager, or moderator selects Delete from the Manage Conferences page. The two links on this page either complete or cancel the deletion.

Notes

- This page contains two conditional pages that are sent (1) if the selected conference does not exist, or (2) after the deletion is completed to confirm the action, respectively. The page also contains an <ADMIN> section with a link back to the Administrator menu.

confedit.html

Purpose

This page is the form for editing an existing conference. It appears when a WebBoard administrator, manager, or moderator selects Edit from the Manage Conferences page.

Notes

- The page contains an <ADMIN> section with a link back to the Administrator menu.

confintro.html

Purpose

This page is used to create home pages for conferences. The conference home page appears when a user clicks the conference name in the tree and contains several links and other information about the conference by default. This file affects all conferences on your site unless you put it in a specific board's HTML folder.

Notes

- This file includes the <WB - FORUMINFORMATION> tag to read in the *foruminfo_N.html* file for the conference (where *N* is the conference's ID number). To prevent this file from being read in, remove the tag or delete the *foruminfo_N.html* file for this conference.
- See “Reviewing the Conference Home Page” in Chapter 7 for details on modifying this file.

confmanage.html

Purpose

This page lists each conference in the current board, with detailed information on the creator and the number of messages in the conference. Each conference also has four actions: Edit, Delete, Users, and Archive. This page appears to WebBoard administrators, board managers, and conference moderators from the Manage Conferences menu item. Note that moderators see only conferences to which they are assigned.

Notes

- This page contains <ADMIN>, <MANAGER>, and <MODERATOR> sections with links back to the appropriate menus. It also contains a <LOOP> section that displays the list of conferences.

confmove.html

Purpose

This page lists each conference on the WebBoard site and provides an interface for moving a selected conference to a different board. WebBoard administrators can reach this page by clicking Move Conferences on the More Options menu or at the bottom of the Manage Conferences page.

Notes

None.

confnotify.html

Purpose

This page lets users control their watched topic and watched conference lists. All currently watched topics are listed with checkboxes for changing the watched status to unwatched (the next time the page is displayed, the no longer watched topics are not listed). All conferences in the current board are listed with checkboxes to change their watched status. This page appears when users select My Watch Lists from the More Options menu.

Notes

- This page contains a <LOOP> section that displays the list of currently watched topics and a checkbox for each one.
- This page contains a <LOOP> section that displays the list of conferences and a checkbox for each one.
- In WebBoard versions prior to 5, the Watch Lists feature was called Email Notification and included only conferences.

conforder.html

Purpose

This page is the form for changing the order in which conferences are listed in the Conferences list (left frame). It appears when a WebBoard administrator or board manager selects

Conference Order from the Administrator or Manager menu. Conference order is set by a weighting system.

Notes

- This file includes a JavaScript section, enclosed in <SCRIPT> sections; *do not edit this section*.
- This file contains <ADMIN> and <MANAGER> sections for returning a WebBoard administrator or board manager to the appropriate menu.
- This file contains a <LOOP> section that displays the list of conferences and an input field for each one (the weight field).

confprofile.html

Purpose

This page displays the profile (or summary) information for the selected conference, including the mailing list name and newsgroup name, if any. It also includes links to post a message to the conference. This page appears when the user clicks a conference name from the Conference Profiles menu page (*profmenu.html*).

Notes

None.

confselect.html

Purpose

This error message appears when a user tries to post a message using the Post button when no conference is selected. Two typical cases are when no conferences exist and when no conference is expanded.

Notes

- You may want to personalize this page by adding the WebBoard tag for the current user's name (<WB-FIRST>), or add a graphic such as your company's logo.

emailpass.html

Purpose

This page displays a message confirming that the user's forgotten password has been sent to the email address in that user's profile. It appears when a user has provided a login name and clicked Enter on the *forgot.html* page.

Notes

None.

emailverify.html

Purpose

This page displays a page confirming that the new user's temporary password has been sent for a board requiring email address verification. This page appears after a new user submits the New User form on a board requiring email address verification.

Notes

- The text in this file states that the new password is good for 24 hours. In reality, the system is purged of unopened accounts every day at 4:00 A.M., when other system maintenance is completed. Thus, a user may have more than 24 hours, but never less.

forgot.html

Purpose

This page displays the form for requesting a forgotten password by email. It appears when a user clicks the Forgot Your Password link on the login page and includes a form box for the user to enter his login name.

Notes

- The board name is displayed on this page using the <WB-BOARDNAME> tag. You may change this tag or the text if you want.

foruminfo_0.html

Purpose

This page is displayed in the conference home page (*confintro.html*) for each conference. It contains tags that display specific information about the conference including the chat room, mailing list, and newsgroup names (if applicable) and a list of file attachments in the conference. When a conference is created, this file is copied and renamed with the 0 replaced with the conference's ID number (you can obtain this number from the Edit Conference page).

Notes

- See "Reviewing the Conference Home Page" in Chapter 7 for details on modifying this file.

guest.html

Purpose

This error message appears when a guest user tries to use a feature not available to guests. Typically this message appears when a guest tries to post a message or join a chat room. It includes a link to the New User Information form, to encourage the guest to become a registered user.

Notes

- You may want to customize this page by adding text describing your board and the benefits of being a full user. You may also want to add a graphic, such as your company's logo.

intro.html

Purpose

This page welcomes users to your board. It appears immediately after a user successfully logs in and includes a brief welcome message and a link to a list of new (unread) messages (displayed via *msgsnew.html*).

Notes

- You may want to customize this page with information about your board, its purpose, and actions the user may take.
- This page includes the WebBoard tag for the board manager's email address (<WB-BOARDMANAGER>). You may want to replace that with another email address (such as your support or marketing group's address) or make it an active *mailto* link.
- This page includes <NOAUTH> and <GUEST> sections that prevent the new messages link from appearing to guests and nonauthenticated users.
- This page has an <ADMIN> section that includes information about checking WebBoard Central for updates. You may want to delete this section.
- Users can return to this page at any time by clicking the Welcome link at the top of the tree in the conferences frame.

layout1.html

Purpose

This page serves two purposes. First, it sets the default configuration for the frames layout used in WebBoard (size, name, borders, and so forth). Second, it includes an error message

for users whose browsers do not support frames, telling them to upgrade to a frame-capable browser or to edit their user profile not to use frames. This page appears only if a user logs into WebBoard with a browser that does not support frames.

Notes

- You may use the frame names when adding WebBoard URLs to HTML files (see Chapter 11). The HREF must contain the frame name as a target attribute. The three names are as follows: *toolbar* for the menubar, *topics* for the Conferences list (the frame on the left side of the browser window), and *messages* for the message window (the frame on the right side of the browser window).

lists.html

Purpose

This page displays the list for subscribing to conference mailing lists; it appears when a user selects Mailing Lists from the More Options menu. The page includes a list of all conferences with mailing lists and a checkbox for subscribing.

Notes

- This page includes the <WB-EMAIL> tag to display the user's email address from the profile. A link to the user's profile is also included to allow the user to change the address if it doesn't match the Reply-To email address in his or her email program.
- This page includes a <LOOP> section that displays the list of conferences with mailing lists.
- Special <ADMIN> and <MANAGER> sections allow WebBoard administrators and board managers to subscribe users to mailing lists.

login.html

Purpose

This page is the standard login page when cookie authentication mode is selected. It includes buttons for Guests and New Users and a login dialog box for existing users. The dialog box includes a checkbox for remembering the user's password. The page also includes a link for emailing the user's password. This page appears any time a user or guest points his or her browser at a URL for one of your WebBoard's boards.

This page also contains a <LOGIN-FAILED> section with code to inform the user that his or her login was not successful. The typical causes are a mistyped password (or login name), or the login name belonging to another registered WebBoard user. The user can then try again or elect to log in as a new user or guest.

Notes

- You may want to customize this page with information about your board, its purpose, and actions the user may take. You may also want to personalize it for your business or organization. If you do so, we ask that you leave the copyright notice in place.
- Do not modify the `<form action=>` tag that submits the login information to WebBoard. Warning remarks in the file surround this tag.
- The new Forgot Your Password? link may be removed if necessary.
- To have WebBoard stop remembering a user's password, he must login again (from the More Options menu) and uncheck the Remember my password checkbox.

loginagain.html

Purpose

This page gives instructions to users who want to log in as a different user on a board that uses basic authentication. The user must close his or her browser, restart it, point it at the WebBoard URL again, and complete the login process as the different user. This procedure is necessary because browsers remember the basic authentication information collected during login. Cookie authentication does not require this procedure. This page appears only when the user selects Login Again from the More Options menu.

Notes

None.

loginsnow.html

Purpose

This page lists users currently logged in to WebBoard or who have logged in during the last hour. It appears when a user clicks Current Users from the More Options menu and is updated every 60 seconds. The page also includes a bell icon for paging users, if paging is enabled for the board. The bell icon is *chatpage.gif*, stored in the *WebBoard/Images/Chat* folder.

Notes

- The refresh rate for this page is set in the tag `<meta http-equiv="refresh" content="60;">`. To change the refresh rate, edit the value of the `content` attribute. For example, if your WebBoard is very busy, you may want to raise the rate.
- This page contains a `<LOOP>` section that displays the list of current users.
- The new bell icon to the left of each user's name is the link to page that user.

loginstoday.html

Purpose

This page lists users who have logged in to WebBoard on the current day. It appears when a user clicks Today's Users from the More Options menu. The list includes the time of each user's last login.

Notes

This page contains a <LOOP> section that displays the list of today's users.

logoff.html

Purpose

This page is for boards that use basic authentication. When a user clicks the Logoff button, this page appears, telling them that a secure logoff is possible only by shutting down the browser (to dump the login name and password information stored in the browser).

Notes

None.

manager.html

Purpose

This page is the Manager menu and appears when a user with manager privileges clicks the Manager link on the More Options menu. The Manager menu includes a list of actions available to a manager such as adding conferences and users. It also includes a new link for sending broadcast messages to all users logged in to the current board.

Notes

- This file contains JavaScript code for calling the Add User wizard; we highly recommend you not edit it. If you must, make a backup copy of this file first.

markread.html

Purpose

This page lets users mark all messages as read in some or all conferences. It displays a list of all conferences with a checkbox to indicate that the messages in that conference should be marked as read. A link also lets users update all conferences at once. This page appears

when a user clicks Mark Read from the menubar or Mark All Read on the More Options menu.

Notes

- This page contains two conditional sections, which define the pages WebBoard displays after messages are marked as read, depending on whether single conferences or all conferences were updated.
- This file also includes a <LOOP> section that creates a list of conferences and a checkbox for each.

more.html

Purpose

This page is the More Options menu that appears when a user clicks More from the menubar. In addition to the options available to all users, special menu items are displayed only to WebBoard administrators, board managers, and conference moderators.

Notes

- This file contains <ADMIN>, <MANAGER>, and <MODERATOR> sections that cause the Administrator, Manager, and Moderator menu items to appear on the menu, respectively.

msgdelete.html

Purpose

This confirmation page prevents a user from inadvertently deleting a message. It appears when an authorized user (the message creator, WebBoard administrator, board manager, or conference moderator) selects Delete from the Message menu. The two links on this page either complete or cancel the deletion.

Notes

- This page contains a conditional section that is sent if the selected message doesn't exist.

msgmove.html

Purpose

This page allows WebBoard administrators and board managers to move messages within a conference or to another conference. The page appears when you click Move in the

message menu. The page provides an interface for moving the selected message, the selected message and all replies to it, or all messages in the topic to any conference on the current board.

Notes

None.

msgsearch.html

Purpose

This page is the Search form for locating specific messages. It appears when a user clicks Search on the menubar.

Notes

- This page contains a conditional section that is sent if the selected message does not exist.

msgsearched.html

Purpose

This page displays the results of a search for messages. It appears after a user clicks Search on the Search Messages form.

Notes

- This page contains three conditional sections that replace the <WB-RESULTS> tag in the body of the displayed page. The first section is displayed if no results are found; the second displays standard results; the third displays detailed results of the search. Both the standard and detailed displays contain <LOOP> sections that format lists of the results.

msgtoday.html

Purpose

This page lists new messages posted since midnight. It appears when a user clicks Today's Messages from the More Options menu.

Notes

- This page contains two conditional sections, which replace the <WB-RESULTS> tag in the body of the displayed page. The first section is displayed if no new messages exist;

the second displays the list of today's new messages. The results contain a <LOOP> section that formats the list of messages.

msgview.html

Purpose

This page displays the contents of a message that has been archived or deleted. It appears when a WebBoard administrator, board manager, or conference moderator clicks a message's topic name from the Archived Messages list, which is displayed from the Archive action on the Manage Conferences page. A link on this page lets the viewer retrieve the message.

Notes

None.

newuser.html

Purpose

This page is the New User Information form, which new users must complete to register on WebBoard. This form appears when a user clicks New User from the login page (independently of cookie or basic authentication).

Notes

- Do not remove the input fields in this file; doing so will cause errors.
- This file includes several error messages that are returned to the new user if required fields are not completed, if the login name is already taken, if the login name or password don't meet WebBoard 5's requirements, or if the password was entered two different ways. These messages are displayed in red.

newuser-e.html

Purpose

This page is the New User Information form for boards requiring email address verification. New users must complete this form to register on WebBoard. This form appears when a user clicks New User from the login page on a board with email address verification. This form differs from the regular New User form (*newuser.html*) in that it does not allow users to select their own password. Instead, WebBoard generates a random password and emails it to the user at the address specified. After logging in, the user will not be able to change the email address.

Notes

- Do not remove the input fields in this file; doing so will cause errors.
- This file includes several error messages that are returned to the new user if required fields are not completed, if the login name is already in use, or if the login name doesn't meet WebBoard 5's requirements. These messages are displayed in red.

odbcerr.html

Purpose

This page displays an error message when connectivity to SQL Server is not available. It includes a *mailto:* link for the WebBoard administrator, which you may change or delete if desired.

Notes

None.

offline.html

Purpose

This page informs users that WebBoard is currently unavailable and appears when WebBoard is paused.

Notes

- This page includes the WebBoard tag for the WebBoard administrator's email address as shown on the Mailing List Settings of the Site Administration form (<WB - SRVADMIN>) in a *mailto* URL. You may want to replace that with another email address (such as your support or marketing group's address).

pageall.html

Purpose

This page displays the Page All form used by WebBoard administrators or board managers to send a message to all logged-in board members. It appears when a WebBoard administrator or board manager clicks the Broadcast to Board link on the Administrator or Manager menu. The message is sent to all current users on the board.

Notes

- This file contains JavaScript code for calling the paging alert box; we recommend you not edit it. If you must, make a backup copy of this file first.

pageuser.html

Purpose

This page displays the Page form used to send pages to other WebBoard users. It appears when a user clicks the bell icon next to a user's name on the Current Users list.

Notes

- This file contains JavaScript code for calling the paging alert box; we recommend you not edit it. If you must, make a backup copy of this file first.

postmsg.html

Purpose

This page is the message-posting form displayed to users in no-frames mode of the frames interface. It appears when a user clicks a link or menu item to post a new topic or reply to an existing topic. The text-entry box is wider in the no-frames mode.

Notes

- This file contains several warning remarks. Please heed all warnings before editing this file.
- This file also contains default settings for the message-posting options, such as spell-checking and converting line breaks to HTML paragraph tags. You can change the default settings by editing the HTML form tags. If a box is checked (the setting is on), the HTML appears as the following:

```
<input name="FieldName" checked type="checkbox">
```

- If a box is not checked (the setting is off), the HTML appears as:

```
<input name="FieldName" type="checkbox">
```

- To turn off a default setting, change checked type to type; to turn on a default setting, change type to checked type.

postmsg-f.html

Purpose

This page is the message-posting form displayed to users in frames. It appears when a user clicks a link or menu item to post a new topic or reply to an existing topic. In frames mode, the text-entry box is narrower.

Notes

- This file contains several warning remarks. Please heed all warnings before editing this file.
- This file also contains default settings for the message-posting options, such as spell-checking and converting line breaks to HTML paragraph tags. You can change the default settings by editing the HTML form tags. If a box is checked (the setting is on), the HTML appears as:

```
<input name="FieldName" checked type="checkbox">
```

- If a box is not checked (the setting is off), the HTML appears as:

```
<input name="FieldName" type="checkbox">
```

- To turn off a default setting, change `checked type` to `type`; to turn on a default setting, change `type` to `checked type`.

preview.html

Purpose

This page displays a message before it is posted, allowing the user to make changes before posting it to the conference. This page appears if either Preview message or Preview/Spell check is checked on the message-posting form.

Notes

None.

profmenu.html

Purpose

This page displays a list of conference names that provide links to the profile for each conference. It appears when the user clicks Conference Profiles from the More Options menu.

Notes

- This file contains a `<LOOP>` section that displays a list of all conferences on the board. Each conference name is a link to the conference's profile (see *confprofile.html*).

read.html

Purpose

This page displays a single message for reading. It includes the message and the message menu for posting a new topic or replying to the current message. This page appears when the user selects a message to read and is not using the Full topic view (as set on his or her User Profile).

Notes

- This file contains two conditional sections that return messages if the selected message is not found.
- This file also contains a <LOOP> section for displaying file attachments.
- This file contains sections for the Watch this Topic/Stop Watching this Topic checkboxes.

readfull.html

Purpose

This page displays multiple messages for reading. It includes all messages in the topic from the selected message to the end. Each message also has a message menu for posting a new topic or replying to the current message. This page appears when the user selects a message to read and is using the Full topic view (as set on his or her User Profile).

Notes

- This file contains two conditional sections that return messages if the selected message is not found.
- This file also contains a <LOOP> section for displaying file attachments.
- This file should not have closing </BODY> or </HTML> tags.

readonly.html

Purpose

This page informs the user that the conference he or she has selected is a read-only conference and does not allow replies or new posts, except by the WebBoard administrator, board manager, and conference moderator.

Notes

None.

select_admins.html

Purpose

This page displays a list of current WebBoard administrators and allows a WebBoard administrator to add and remove administrators. The first administrator (the account created when WebBoard was installed) cannot be deleted.

Notes

- This page contains a JavaScript section that should not be touched.

select_boardusers.html

Purpose

This page displays a list of current closed board members and lets a WebBoard administrator add and remove board members. The page has a list box that contains a list of users with access to this board. A link on the page goes to the Select Users page, which allows you to search for and add users to the list of board members.

Notes

- This page contains a JavaScript section that should not be touched.

select_forum.html

Purpose

This page displays a list of current private conference members and lets the WebBoard administrator, managers, or moderators add and remove users for the private (closed) conference. The page has a list box that contains a list of users with access to this conference. A link on the page goes to the Select Users page, which allows you to search for and add users to the list of conference members.

Notes

- This file contains an <ADMIN> section that includes a link back to the Administrator menu.
- This file contains a JavaScript section that should not be touched.

select_listusers.html

Purpose

This page appears after a mailing list is selected for management. It contains a scrolling list of mailing list subscribers and a link to the Select User form for subscribing new users.

Notes

- This file contains a JavaScript section that should not be touched.
-

select_managers.html

Purpose

This page displays a list of managers of the current board and lets a WebBoard administrator add and remove board managers. The page has a list box that contains a list of board managers. A link on the page goes to the Select Users page, which allows a WebBoard administrator to search for and add board managers.

Notes

- This file contains a JavaScript section that should not be touched.
-

select_mlist.html

Purpose

This page displays a list of mailing lists to be managed. All mailing lists appear for WebBoard administrators; current board mailing lists appear for board managers.

Notes

- This file contains a JavaScript section that should not be touched.
-

select_moderators.html

Purpose

This page displays a list of conference moderators and lets WebBoard administrators and board managers add and remove moderators. The page has a list box that contains a list of moderators. A link on the page goes to the Select Users page, which allows you to search for and add moderators.

Notes

- This file contains a JavaScript section that should not be touched.

stats.html

Purpose

This page contains statistical information about WebBoard. It is available to WebBoard administrators and board managers. Some information is not shown to managers.

Notes

- This page replaces the `~stats` page that displayed statistics in previous versions of WebBoard.

suggest.html

Purpose

This page suggests replacement words for words not found in WebBoard's dictionary during a spell check. WebBoard administrators, managers, and moderators can add words to the dictionary from this page. This page appears when a user clicks a misspelled word while previewing a message; this page does not appear if spell checking is not enabled.

Notes

- This file contains `<ADMIN>`, `<MANAGER>`, and `<MODERATOR>` sections that include the form input tags for adding words to the dictionary.
- This file also contains a `<LOOP>` section that displays the list of suggested replacement words.

sysadmin.html

Purpose

This page is the WebBoard administrator's menu. It appears when a user with administrator privileges clicks the Administrator link on the More Options menu. The Administrator menu includes a list of actions available to WebBoard administrators, such as adding and deleting boards. It also includes links for sending broadcast messages and bulk email.

Notes

- This file contains JavaScript code for calling the Add User wizard; we highly recommend you not edit it. If you must, make a backup copy first.

toolbar.html

Purpose

This page defines the WebBoard menubar, which is displayed in frames mode. In no-frames mode, the menubar is defined in *topics.html*.

Notes

- The buttons on the menubar are images, which you can change for your board. The image files are different for each scheme and reside in the scheme's subfolder in the \ *WebBoard\Images* folder; their names begin with *tb-*. If you edit this file, you should back it up first.
- This file contains JavaScript code to produce mouseovers of the menubar buttons. If you create new menubar buttons, be sure to include mouseover images (named *tb-[button-name]-mo.gif*) to prevent errors. The button images do not have to be different, but files with the appropriate names must exist.
- Special <WB - CHAT> tags surround the HTML for the chat button. If chat is not available for a board, these tags prevent the chat button from appearing. Be careful to retain these tags when editing this file.
- Special <WB - PAGE> tags surround the HTML for the Page button. If paging is not available for a board, these tags prevent the Page button from appearing. Be careful to retain these tags when editing this file.
- The <NOAUTH> and <NOAUTHA> tags surround the HTML for the Mark Read button. In no-auth boards, this action is not available, so the button does not appear. Be careful to retain these tags when editing this file.

top10posters.html

Purpose

This page lists the 10 most frequent posters to WebBoard; it appears when a user clicks Top 10 Posters from the More Options menu. The list includes the number of posts each user has made.

Notes

- This page contains a <LOOP> section that displays the list of top 10 posters.

top10users.html

Purpose

This page lists the 10 most frequent users of WebBoard by number of logins; it appears when a user clicks Top 10 Users from the More Options menu. The list includes the number of logins each user has made.

Notes

- This page contains a <LOOP> section that displays the list of top 10 users.

topics.html

Purpose

This page is the WebBoard Conferences list. It displays the list of WebBoard conferences, topics, and messages. It toggles between the list of conferences, the list of new (marked as unread) messages, and the Attention messages. The new messages list appears when a user clicks the New Messages link at the top of the Conferences list or the New link on the welcome page (*intro.html*); the Attention messages list appears when a user clicks the Attn: link. In no-frames mode, this page supplies the menubar.

Notes

- This file contains a conditional section that displays a message if no conferences exist. The conditional section contains <ADMIN> tags that include a link to the Administrator menu for setting up conferences.
- When a user clicks the New Messages link (inside the <WB-VIEW> tag), WebBoard displays a different background image. By default, this image is *newback.gif*, which you can change. The background image for the Attention messages list is *attnback.gif*.
- The buttons on the menubar are images that you can change for your board. The image files are different for each scheme and reside in the scheme's subfolder in the *WebBoard\Images* folder; their names begin with *tb-*. If you edit this file, you should back it up first. Changes made to the menubar in this file appear only in no-frames mode.
- This file contains JavaScript code to produce mouseovers of the menubar buttons. If you create new menubar buttons, be sure to include mouseover images (named *tb-[button-name]-mo.gif*) to prevent errors. The button images do not have to be different, but files with the appropriate names must exist.
- In the menubar section, the <WB-CHAT> tags surround the HTML for the Chat button. If chat is not available for a board, these tags prevent the Chat button from appearing. Be careful to retain these tags when editing this file.

- In the menubar section, <WB - PAGE> tags surround the HTML for the Page button. If paging is not available for a board, these tags prevent the Page button from appearing. Be careful to retain these tags when editing this file.
- In the menubar section, the <NOAUTH> and <NOAUTHA> tags surround the HTML for the Mark Read button. In no-auth boards, this action is not available, so the button doesn't appear. Be careful to retain these tags when editing this file.
- This page includes a link to the board's cover page (*intro.html*), which appears above the list of conferences and below the New and Attention links.

useradd.html

Purpose

This page is the form for adding a new user without using the wizard. It appears when a WebBoard administrator or board manager selects Add a User without Wizard from the Administrator or Manager menu.

Notes

None.

useradded.html

Purpose

This page is a table summarizing the newly added user. This page displays after a WebBoard administrator or board manager clicks Create on the Add User page.

Notes

None.

userdelete.html

Purpose

This warning page prevents a WebBoard administrator or board manager from inadvertently deleting a user. It appears when an administrator or manager selects Delete from the Manage Users page. The two links on this page either complete or cancel the deletion.

Notes

- This page contains two conditional pages that are sent (1) if the selected user doesn't exist, or (2) after the deletion is completed to confirm the action, respectively.

useredit.html

Purpose

This page is the form for changing a user's profile. A WebBoard administrator or board manager can work with this form for any user; an individual user can see this form only for his or her own user profile. This page appears when a user clicks the Edit Your Profile link from the More Options menu. WebBoard administrators and board managers have access to this page for all users from the Manage Users page or from the Edit link on any user profile.

Notes

- This file includes several error messages that are returned if required fields are not completed, the login name is already in use, the login name or password don't meet WebBoard 5's requirements, the password was entered two different ways, or the frames mode is changed. These messages are displayed in red.
- This file contains <WB-EMAILVERIFY> tags around the email address table row to allow or disallow the editing of a user's email address depending on the configuration of the board and the user's privilege level (WebBoard administrators and the board managers will see the email address at all times).
- This file has two toggle switches, one for accepting pages (if paging is allowed for the board) and the other for reversing the order of topics.

userlisting.html

Purpose

This page is the search form that appears in the left frame as a tool for adding users to the following lists: administrators, managers, moderators, private conference members, closed board members, and mailing list subscribers. The page appears in the left frame when the user clicks Show User List from the various list management pages. The form allows the user to search by first name, last name, login name, or first letter of the last name.

Notes

- This file contains <ADMIN> and <MANAGER> sections that control the names that will appear in the results list. Managers are limited to users on the current board.
- This file also contains a <LOOP> section that displays the results of the search.

user-profile.html

Purpose

This page displays the profile (or summary) information for a selected user. It appears when a user clicks on any user's name that is a link (for example, in a message posting) in a board that is configured to use first and last names. WebBoard administrators and board managers also see the user's login name.

Notes

- This file contains <ADMIN> and <MANAGER> sections that display the user's login name and provide links to edit or delete the user, to view (and edit) the user's mailing list subscriptions, and to view (and edit) the user's watch lists.

user-profile-l.html

Purpose

This page displays the profile (or summary) information for a selected user. It appears when a user clicks on any user's name that is a link (for example, in a message posting) in a board that is configured to use login names. WebBoard administrators and board managers also see the user's real first and last names.

Notes

- This file contains <ADMIN> and <MANAGER> sections that display the user's first and last name and provide links to edit or delete the user, to view (and edit) the user's mailing list subscriptions, and to view (and edit) the user's watch lists.

usersearch.html

Purpose

This page contains the Search Users form for finding users. It appears when the user clicks Search Users on the More Options menu or the Search Users link at the top of the Search Messages page. It allows the user to search by first or last name, email address, city, state, country, home page, or first letter of last name. WebBoard administrators and board managers can edit user profiles or delete users from the resulting page.

Notes

- This file contains <ADMIN> and <MANAGER> sections that display login names and provide edit/delete options.
- This file also contains a <LOOP> section that displays the results of the search.

Text Files

WebBoard includes six text files that are used as email messages sent to users. These files reside in the `\WebBoard\Html` folder and have the filename extension `.txt`. You can edit these files to fit the needs of your boards. These files are described in this section.

emailpass.txt

Purpose

This message is sent to users who have requested their forgotten passwords by email. The message includes the board name, the user's login name and password, and the board's URL. For security, the word "password" is not included in the subject line.

Notes

- You can customize this message to further identify your board or describe your company or organization. You may also want to change the default signature, which is the value of `<WB - BOARDMANAGER>`, or include other WebBoard variable tags.
- On boards using an external web server or HTTPS, you may need to edit the page, replacing the `<WB - URL>` tag with the URL for the board.

mlmsg.txt

Purpose

This message is sent to non-digest mailing list subscribers whenever a new message is posted to the subscribed conference. The message includes the message body, a link (or links) to any file attachment(s) associated with the original posting, a link to reply to the message, a link to post a new topic to the conference, and a link to the board.

Notes

- You can customize this message as desired, but do not remove the WebBoard tags.
- On boards using an external web server or HTTPS, you may need to edit the page, replacing the `<WB - URL>` tag with the URL for the board.

mlmsg-r.txt

Purpose

This message is sent to non-digest mailing list subscribers whenever a new message is posted to the subscribed read-only conference. The message includes the message body, a link (or links) to any file attachment(s) associated with the original posting, and a link to the board. It does not include a link to reply to the message or post a new topic to the conference.

Notes

- You can customize this message as desired, but do not remove the WebBoard tags.
- On boards using an external web server or HTTPS, you may need to edit the page, replacing the <WB-URL> tag with the URL for the board.

notify.txt

Purpose

This email message is sent to users when one or more new messages are posted to a conference they are watching. The message is sent once a day. The message includes the name of the conference, the name of the board, and a URL to go to the board.

Notes

- You can customize this message to identify your WebBoard or add other information.
- On boards using an external web server or HTTPS, you may need to edit the page, replacing the <WB-URL> tag with the URL for the board.

topicnotify.txt

Purpose

This email message is sent to users when a message has been posted to a topic they are watching. The email is sent immediately after the message is posted. The message includes the name of the topic, the name of the conference, the name of the board, and a URL to go to the board.

Notes

- You can customize this message to identify your WebBoard or add other information.
- On boards using an external web server or HTTPS, you may need to edit the page, replacing the <WB-URL> tag with the URL for the board.

welcome.txt

Purpose

This message is sent to each user who registers on your board. It includes his or her login name and password as well as the URL for reaching the board.

Notes

- You can customize this message to further identify your board or describe your company or organization. You may also want to change the default signature, which is the value of <WB - BOARDMANAGER>, or include other WebBoard variable tags.
- On boards using an external web server or HTTPS, you may need to edit the page, replacing the <WB - URL> tag with the URL for the board.

Chat HTML Files

WebBoard 5 comes with fully integrated chat, using chat server technology from ChatSpace, Inc. This section describes the WebBoard HTML files that call the chat client; it does not document the files used by the chat server. The WebBoard chat files reside in the `\WebBoard\Htm\Chat` folder.

Note

If you upgraded from WebBoard 4, several other HTML files reside in the `WebBoard\Htm\Chat` folder. These files are included for legacy purposes; they support WebBoard's old, internal JavaScript chat. The files are *bar.html*, *create.html*, *dialog.html*, *messages.html*, *rooms.html*, *roomslayout.html*, *users.html*, and *userslayout.html*.

croom.html

Purpose

This page contains a script that sends nickname, password, and chat room information from WebBoard to the chat server to ensure that the user is placed in the correct chat room with the proper privileges. This page also calls the chat client appropriate for the user's browser.

Notes

- This file contains a script for calling the chat client. By default it first calls the Java client and then steps down to the HTML client if necessary. You can edit this script to force an HTML client to be used in all cases. To do so, change `/default.htm?` in the script URL to `/bclient/frames/default.htm?`. This HTML client requires a JavaScript-enabled browser. Other clients exist for chat, that have even fewer requirements.

croom-o.html

Purpose

This page contains a script that sends nickname, password, and chat room information for room moderators (WebBoard administrators, managers, and moderators) from WebBoard to the chat server to ensure that the user is placed in the correct chat room with the proper privileges. This page also calls the chat client appropriate for the user's browser.

Notes

- This file contains a script for calling the chat client. By default it first calls the Java client and then steps down to the HTML client if necessary. You can edit this script to force an HTML client to be used in all cases. To do so, change */default.htm?* in the script URL to */bclient/frames/default.htm?*. This HTML client requires a JavaScript-enabled browser. Other clients exist for chat, that have even fewer requirements.
- Since this page is used for chat room moderators, you may want to modify it to include other information, tools, and links to help moderators.

off.html

Purpose

This page informs the user that chat is not available. Either chat is not enabled for that conference or the user is logged in as a guest. Guests cannot participate in chat.

Notes

None.

Wizard HTML Files

WebBoard has one wizard to make adding new users convenient and easy. The Add User wizard is a JavaScript application that runs in a window launched from the browser. The user interface is determined by several HTML files, which also contain the JavaScript code. These files—*AddUsers1.html*, *AddUsers2.html*, and *AddUsers3.html*—reside in the `\WebBoard\Html\Wizards` folder. The wizard is available from the Administrator and Manager menus.

These files contain JavaScript as well as HTML codes and WebBoard tags. In general, you should not need to edit these files, but if you do, back them up first.

WebBoard Help Files

The WebBoard administrative and user help files are also HTML files, which reside in the `\WebBoard\Htm\Help` folder. The help files are self-explanatory and thus not discussed individually in this chapter. You can edit them with any HTML or text editor. As with any WebBoard files, you should make a backup copy before editing the help files.

WebBoard Image Files

Image files contain the images for such things in the frames interface as menubar buttons, expansion boxes, icons for new and attention messages, and background images for the left frame. Each scheme has its own image folder, which contains all images used by WebBoard, whether or not they differ from images used by other schemes. Table 12-1 lists each image used by WebBoard and provides a brief description.

Table 12-1 WebBoard Images

<i>Filename</i>	<i>Description</i>
<i>attach.gif</i>	The paperclip that appears after a message in the conference tree indicating a file attachment.
<i>attn.gif</i>	The exclamation mark (!) that appears after a message in the conference tree indicating a message to the user's attention.
<i>attnback.gif</i>	The background image used in the Attention messages view of the conferences tree.
<i>back.gif</i>	The background image used in the conferences tree (left frame) and login page (<i>login.html</i>). Two schemes, Caribbean Sunset and WebBoard Classic, do not have this image file.
<i>bottom.gif</i>	The navigation image used in the conference tree to display the last messages in the conference, at the bottom of the conference tree.
<i>color.gif</i>	The striped button that calls the color selector on the Change Board Appearance page.
<i>down.gif</i>	The navigation image (down arrow) used in the conference tree to display the next set of messages in the conference.
<i>fa_app-s.gif</i>	The file attachment image (with shadow) used on the File Attachment form to indicate an application.
<i>fa_app.gif</i>	The file attachment image (without shadow) used on the message display to indicate an application.
<i>fa_audio-s.gif</i>	The file attachment image (with shadow) used on the File Attachment form to indicate an audio file.
<i>fa_audio.gif</i>	The file attachment image (without shadow) used on the File Attachment form to indicate an audio file.

Table 12-1 WebBoard Images (continued)

<i>Filename</i>	<i>Description</i>
<i>fa_doc-s.gif</i>	The file attachment image (with shadow) used on the File Attachment form to indicate a document file.
<i>fa_doc.gif</i>	The file attachment image (without shadow) used on the File Attachment form to indicate a document file.
<i>fa_image-s.gif</i>	The file attachment image (with shadow) used on the File Attachment form to indicate a graphic file.
<i>fa_image.gif</i>	The file attachment image (without shadow) used on the File Attachment form to indicate a graphic file.
<i>fa_inline-s.gif</i>	The file attachment image (with shadow) used on the File Attachment form to indicate an inline graphic file.
<i>fa_misc-s.gif</i>	The file attachment image (with shadow) used on the File Attachment form to indicate a miscellaneous file.
<i>fa_misc.gif</i>	The file attachment image (without shadow) used on the File Attachment form to indicate a miscellaneous file.
<i>fa_mm-s.gif</i>	The file attachment image (with shadow) used on the File Attachment form to indicate a multimedia file.
<i>fa_mm.gif</i>	The file attachment image (without shadow) used on the File Attachment form to indicate a multimedia file.
<i>guest.gif</i>	The Guest button used on the login page in cookie authentication (<i>login.html</i>).
<i>HELPBtgr.gif</i>	The Help button used on administrator pages for calling the administrator online help.
<i>key.gif</i>	The key image used on the List Boards page to indicate administrator or manager privileges.
<i>login.gif</i>	The Log In button used on the login page in cookie authentication (<i>login.html</i>).
<i>minus.gif</i>	The navigation image used in the conference tree to close the current open conference or topic.
<i>name.gif</i>	The Name: label for the login name field used on the login page in cookie authentication (<i>login.html</i>).
<i>new.gif</i>	The New image that appears after a new message or after a new user on various pages and lists.
<i>newback.gif</i>	The background image used in the New messages view of the conferences tree.
<i>newuser.gif</i>	The New User button used on the login page in cookie authentication (<i>login.html</i>).
<i>next.gif</i>	The image used in the online help to display the next page.
<i>note.gif</i>	The starfish image used in the online help to indicate a Note.
<i>password.gif</i>	The Password: label for the password field used on the login page in cookie authentication (<i>login.html</i>).

Table 12-1 WebBoard Images (continued)

<i>Filename</i>	<i>Description</i>
<i>plus.gif</i>	The navigation image used in the conference tree to expand a conference or topic.
<i>powered.gif</i>	The Powered by WebBoard logo.
<i>previewback.gif</i>	The image used to create the left frame background during scheme preview.
<i>previous.gif</i>	The image used in online help to display the previous page.
<i>reddot.gif</i>	The image used to indicate required fields on various forms.
<i>space.gif</i>	The image used to add space on various pages.
<i>spacehalf.gif</i>	The image used to add half spaces on various pages.
<i>tb-back.gif</i>	The background image used in the menubar (top frame). Only one scheme, Midnight Sun, has this image file.
<i>tb-chat-mo.gif</i>	The Chat button mouseover image used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>). The mouseover image may be the same as the non-mouseover image, but must be present for the menubar to work properly.
<i>tb-chat.gif</i>	The Chat button used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tb-help-mo.gif</i>	The Help button mouseover image used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>). The mouseover image may be the same as the non-mouseover image, but must be present for the menubar to work properly.
<i>tb-help.gif</i>	The Help button used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tb-logo.gif</i>	The WebBoard logo used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tb-logoff-mo.gif</i>	The Logoff button mouseover image used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>). The mouseover image may be the same as the non-mouseover image, but must be present for the menubar to work properly.
<i>tb-mark.gif</i>	The Mark Read button used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tb-mark-mo.gif</i>	The Mark Read button mouseover image used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>). The mouseover image may be the same as the non-mouseover image, but must be present for the menubar to work properly.
<i>tb-logoff.gif</i>	The Logoff button used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tb-more-mo.gif</i>	The More button mouseover image used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>). The mouseover image may be the same as the non-mouseover image, but must be present for the menubar to work properly.

Table 12-1 WebBoard Images (continued)

<i>Filename</i>	<i>Description</i>
<i>tb-more.gif</i>	The More button used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tb-page-mo.gif</i>	The Page button mouseover image used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>). The mouseover image may be the same as the non-mouseover image, but must be present for the menubar to work properly.
<i>tb-page.gif</i>	The Page button used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tb-post-mo.gif</i>	The Post button mouseover image used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>). The mouseover image may be the same as the non-mouseover image, but must be present for the menubar to work properly.
<i>tb-post.gif</i>	The Post button used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tb-refresh-mo.gif</i>	The Refresh button mouseover image used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>). The mouseover image may be the same as the non-mouseover image, but must be present for the menubar to work properly.
<i>tb-refresh.gif</i>	The Refresh button used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tb-search-mo.gif</i>	The Search button mouseover image used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>). The mouseover image may be the same as the non-mouseover image, but must be present for the menubar to work properly.
<i>tb-search.gif</i>	The Search button used in the menubar (<i>toolbar.html</i> and <i>topics.html</i>).
<i>tip.gif</i>	The image used in the online help to indicate a Tip.
<i>top.gif</i>	The navigation image used in the conference tree to display the first messages in the conference, at the top of the conference tree.
<i>up.gif</i>	The navigation image (up arrow) used in the conference tree to display the previous set of messages in the conference.
<i>upa.gif</i>	The image used in the online help to display the next higher level topic.
<i>verify.gif</i>	The checkmark that appears after unverified messages in the conference tree for moderated conferences.
<i>viaemail.gif</i>	The postmark symbol used in the message display to indicate a message posted via email.
<i>warning.gif</i>	The image used in the online help to indicate a Warning.
<i>welcome.gif</i>	The welcome message and login instructions used on the login page in cookie authentication (<i>login.html</i>).
<i>Wizard.gif</i>	The wizard image used in the Add Users wizard.

Note

If you upgraded to WebBoard 5, the *Images* folder contains a *Chat* subfolder. The images in this folder are included for legacy support of WebBoard's internal JavaScript chat. Refer to the WebBoard 4 documentation.

IV

Appendixes

The appendixes included in this section provide more detailed information about WebBoard. Appendix A, *Preparing for Host Master*, gives explanations and examples of using Host Master naming conventions for your boards. Appendix B, *Upgrading Files from WebBoard 4.x*, lists all the changes made to user-facing HTML files so you can integrate WebBoard 5's changes into your customized WebBoard 4.x files. Finally, Appendix C, *Troubleshooting Tips*, is a collection of troubleshooting tips with contributions from WebBoard's technical staff. Check that appendix for help on specific problems and instructions on how to get more help.

A

Preparing for Host Master

This appendix provides additional information and instructions for using WebBoard's Host Master functionality for assigning unique hostnames to individual boards. Chapter 6, *Managing Boards* described many of the underlying concepts and provided instructions for adding a board with a Host Master name. The material in this appendix elaborates on that information by providing several examples that will assist in your planning. It also gives instructions on how to make sure your names are registered for the Internet and in DNS. Lastly, it covers some important "gotchas" as well as some common questions and answers.

Planning a Host Master Site

Host Master's flexibility lets you organize your site efficiently to meet a variety of needs. An ISP or IPP with many small clients may want each board to carry the client's unique FQDN as board server name, resulting in up to 255 different board server names for the WebBoard site (such as *client1.com*, *client2.com*, and so forth). A big company, educational institution, or ISP with a few large clients, may want to create a block of boards that use the same board server name and differentiate boards within the block using the board alias (*client1.com/~board1/*, *client1.com/~board2/*, and so forth). Those who don't want to use an alias in the URL may prefer to group boards by using board server names that contain the

same domain name and are distinguished by hostnames (*board1.client1.com*, *board2.client1.com*, and so on).

Once you get used to the way WebBoard uses the board server name, board alias, and board addresses, you'll find it easy to produce the URLs and return email address information you want. Host Master keeps track of all your board identities and lets you change them whenever you want. This section answers some common questions on how to organize a site and gives a format for organizing the information you will need to create your Host Master site.

How to Plan Board Identities

Read through the following scenarios to get ideas about how to take full advantage of Host Master's flexibility. You can mix the schemes, but if you want to mix, make sure you read the section, "I want some boards to use hostnames and others to use aliases."

I want to assign each board a unique, identifying hostname

To give each board a unique, identifying hostname to use as the address in a URL and in emails, figure out a meaningful, unique board server name for each board. Then use the board server name as one of the board's addresses. A business with several products can use this approach to give each of its boards the appropriate brand. Table A-1 illustrates a possible board identity scheme. Notice that you always assign a board alias, even when you don't plan to use it in the board's URL.

Table A-1 Creating boards with unique hostnames

	<i>Board1</i>	<i>Board2</i>
<i>Board server name</i>	Brand1.com	Brand2.com
<i>Alias</i>	Brand1	Brand2
<i>Addresses</i>	Brand1.com, subBrand.com	Brand2.com., BrandTwo.com
<i>URL</i>	http://Brand1.com/	http://Brand2.com/
<i>Email address</i>	<...>@Brand1.com	<...>@Brand2.com

I want to assign a block of boards a common domain name and identify each board by a unique hostname

To do this, you will have to construct board server names that contain a common domain name and an identifying hostname. You will then assign the board server

name as one of the board's addresses. Such naming is useful if the company name is part of the branding instead of just the product name. See Table A-2.

Table A-2 Creating boards with unique hostnames that share a domain name

	<i>Board3</i>	<i>Board4</i>
<i>Board server name</i>	Brand1.Company.com	Brand2.Company.com
<i>Alias</i>	BrandOne	BrandTwo
<i>Addresses</i>	Brand1.Company.com, subBrand.Company.com	Brand2.Company.com. BrandTwo.Company.com
<i>URL</i>	http://Brand1.Company.com/	http://Brand2.Company.com/
<i>Email address</i>	<...>@Brand1.Company.com	<...>@Brand2.Company.com

I want to assign a block of boards a common domain name and distinguish the boards in that domain by their board alias

In this case, you will assign the same domain name as the board server name for each of the boards. Give each board an identifying alias, and leave out the board address, which tells WebBoard to construct the URL from the board server name and the board alias.

Note

Make sure that the board server name is not also used as a board address for any board on the site. For example, if *Brand1.com* is used as a board address for the *Brand1* board, you cannot use *Brand1.com* as the board server name for any other board.

An ISP's customers may choose this method of identifying their boards or an educational institution could assign each department its own board server name and let the department build boards for each class, distinguished by the board alias. This approach eliminates the need to update DNS with numerous hostnames. The email addresses for all boards in the block are the same, as shown in Table A-3.

Table A-3 Distinguishing boards in a domain by their alias

	<i>Board5</i>	<i>Board6</i>
<i>Board server name</i>	BrandOne.com	BrandOne.com
<i>Alias</i>	Marketing	Research
<i>Addresses</i>		
<i>URL</i>	http://BrandOne.com/ ~Marketing/	http://BrandOne.com/ ~Research/
<i>Email address</i>	<...>@BrandOne.com	<...>@BrandOne.com

I want some boards to use the WebBoard site server name

The WebBoard site server name is the FQDN supplied when installing WebBoard and found in the Server Name field of the Site Administration form. You can always use the WebBoard server name and the board alias to reach a board. Existing sites may choose to keep the old board identities or the site administrator may want to identify administrative boards (such as the default *admin* board) with the WebBoard site domain name. To use the server name and alias as a board's identity, use the server name from the Site Administration form as the board server name. Do not supply any board addresses. See Table A-4.

Table A-4 Creating boards that use the WebBoard server name		
	Board7	Board8
Board server name	WebBoard.Site.com	WebBoard.Site.com
Alias	admin	Forums
Addresses		
URL	http://WebBoard.Site.com/~admin	http://WebBoard.Site.com/~Forums
Email address	<...>@WebBoard.Site.com	<...>@WebBoard.Site.com

I want some boards to use hostnames and others to use aliases

You can assign some boards addresses and use an alias for others so long as no board address is used as another board's server name. In other words, if you supply a FQDN as a board address for one board, that FQDN is reserved as an address for that board only. You cannot use it in combination with a board alias as the address for a different board. For example, if you have the board address *http://HighTechU.edu/* for one board, you can't use *http://HighTechU.edu/~Administration/* for another. However, you can have *http://Admissions.HighTechU.edu/* with *http://HighTechU.edu/~Administration/* and *http://HighTechU.edu/~Accounting/*.

Preparing Board Identity Information

After carefully reading through the descriptions of various ways to identify boards and groups of boards in the previous section "How to Plan Board Identities," you're ready to decide on your board identities. We suggest the following method of tracking all the information:

Create a chart

Create a chart with six columns and a line for each board, where Name is the name you use to identity the board for yourself, Board Server Name is the FQDN you want to assign as board server name, Alias is a unique board alias, Addresses is a list of all board addresses for the board, and URL and Email are the URL and email address that WebBoard will display on outgoing messages.

Mark out blocks of boards

Perhaps you know that marketing will have four boards and development wants two, or as an ISP your various clients have groups of boards. Use colored markers to mark the block of lines on your chart for boards that logically belong together. If you don't have any blocks of boards, just skip this.

Assign identities

Fill in the Name column for each board in the first block (or all boards if you don't have blocks of boards). Then begin filling in the Board Server Name, Alias, and Board Addresses columns. After you're done, go back and use the entries to construct a URL and email address for each board as WebBoard is going to do it (refer to the previous section as needed). If the URL and email addresses are not what you want, rethink what you need to enter for board server name, alias, and board addresses.

Continue with the next block of boards. As you work, check that entries that should be unique (such as board alias and board addresses) are unique. Also remember that the board server name for a board that will use an alias to construct the URL cannot be the same as the board address of another board.

Registering Domain Names

Domain names you intend to assign to your boards for use over the Internet must be registered with a domain name registrar, such as Network Solutions. Before you begin creating board identities, you need to register any unregistered domain names you plan to use. You can do this yourself, or your ISP or network administrator may offer this service; the remainder of this section gives procedures for both.

To register domain names yourself, follow these steps:

1. Review your chart and make a separate list of any domain names you plan to use in a board server name or a board address that are not yet registered. If you don't know if the names are registered, make a list of all the domain names. (If you don't remember what a domain name is, see "Some Important Terms and Concepts for Identifying Boards" in Chapter 6.)
2. Check to see if the names are available by going to the Network Solutions site and using their search feature. At this time, you can double check to see if any names you think you may have registered but aren't sure of are registered to you. The address for Network Solutions is <http://www.networksolutions.com/>. (Other registrars also exist for both domestic and international users.)
3. If any domain names you want to use are unavailable, return to your planning chart and come up with new ones, then check those.
4. Register the available domain names at the Network Solutions site or other domain name registrar. They provide complete instructions. You will be asked

to provide the name of the primary and secondary DNS servers responsible for your new domain. Your network administrator or ISP should be able to provide that information if you don't have it.

To have your network administrator or ISP register domain names, follow these steps:

1. Review your planning chart and make a separate list of any domain names you plan to use in a board server name or a board address that are not yet registered. If you don't know if the names are registered, make a list of all the domain names.
2. Tell your network administrator or ISP that you want to use the list of domain names as virtual identities on your WebBoard site and to please register them.
3. Send chocolate chip cookies as a thank you if you requested more than three names.

Updating Your DNS Server

You will need to update the DNS server your installation uses to map the new hostnames you plan to use as board addresses (if any) and any new board server names to the IP addresses of the computer running WebBoard. For example, if you plan to use the hostnames *Product1.Brandname.com* and *Product2.Brandname.com* as board addresses, you need to create new entries for the hostnames on the DNS server. These hostname entries can be what are known as CNAMEs, or alternate names all pointing to the same computer. Sometimes they are also known as aliases.

Some WebBoard administrators understand and manage DNS. In other cases, the network administrator or the ISP does it.

To update the DNS server yourself, follow these steps:

1. Review your chart and make a separate list of all board addresses and any board server names not already included as board addresses.
2. Equipped with the list of names, add any names that are not yet in the DNS. Watch for any hostnames that might already be in use for a different purpose.

To have your network administrator or the ISP hosting your WebBoard site update the DNS server for you, follow these steps:

1. Review your chart and make a separate list of all board addresses and any board server names not already included as board addresses.
2. Ask your network administrator or ISP to update DNS so that the hostnames point to the IP addresses of the computer running WebBoard. They should have the IP addresses.

3. Send a double batch of chocolate chip cookies for this service.

Note

O'Reilly & Associates publishes two useful books on DNS: *DNS and BIND*, by Paul Albitz and Cricket Liu, and *DNS on Windows NT*, by Paul Albitz, Matt Larson, and Cricket Liu. They are available for purchase online at <http://www.oreilly.com/>.

Gotchas to Look Out For

Host Master is a powerful feature that gives you many choices in setting up board identities and supporting multiple domains on one WebBoard installation. Rather than curtail your ability to tailor the URLs and email addresses, we chose to leave Host Master as flexible as possible. Along with this flexibility comes the possibility of setting up board identities that conflict with each other and do not work properly. By paying attention to the following list of “don’t do’s,” you can save yourself some possible troubleshooting later.

- Do not assign the same board address to more than one board. (Host Master won’t let you do this anyway.)
- Do not use another board’s board address as a board server name. (Host Master will let you do this, so you need to keep track yourself.)
- If you assign a board address, don’t forget to assign the board server name as one of the addresses.
- Do not assign the same alias to more than one board. The board alias must be unique. (WebBoard will allow you to do this, so you need to be sure you keep track of board aliases yourself.)
- To allow several boards to share the same board server name, do not assign addresses to any of the boards (let them use the alias form of URL).
- Do not assign the site server name as a board address on any board.
- Don’t forget that all domain names must be registered and your DNS server must be updated to recognize any new board server names and board addresses.

Common Questions (and Answers)

This section provides answers to some common questions asked about how to set up and administer a Host Master site.

Question

I provide a WebBoard site to clients who maintain their own primary domains elsewhere. How can I use their domains for WebBoard too?

Answer

After you figure out which board server names and board addresses you want to use for their boards, send a list to the clients' network administrators and ask that the listed hostnames be mapped to the IP address of the computer running WebBoard.

Question

As site administrator, I don't want to log in when I change to a board in a different domain. How can I avoid that?

Answer

You can use the non-Host Master form of reaching a board, which combines the site server name with the board alias in the URL. For example, instead of using the public board address, *http://Product1.Company2.com/*, use *http://WebBoard.Site.com/~Product1/*.

Question

How can I set up my boards so that users who use several boards don't have to log in every time they change boards?

Answer

You have to log in between boards only when you go from one domain to another, so there are two ways to do this.

You can assign the boards that are commonly used by the same people the same board server name (for example, *Product1.com*) and distinguish the boards by the board alias (for example, Documentation, QA, Schedules), leaving the Board Addresses field blank. Users then reach the board with the alias form of URL (for example, *http://Product1.com/~QA/*).

Or you can assign each board a different FQDN as board server name where the domain part is the same and the hostname part varies (for example, *Docs.Product1.com*, *QA.Product1.com*, *Schedules.Product1.com*) and then use the board server name as the board address. Users then reach the board with the board address (for example, *http://QA.Product1.com/*). For more examples of both methods, see "How to Plan Board Identities."

B

Upgrading Files from WebBoard 4.x

Upgrading from a previous version of WebBoard can be a bit tedious (or even daunting) if you have customized the HTML, text, or language.ini files that make up the frames interface. One approach is to take the new files and add all your customizations. A second approach is to keep your old files and add the changes made to those files in WebBoard 5. The information in this appendix allows you to do the latter.

This appendix details the changes made to the HTML files presented to the user. You can copy these changes from the WebBoard 5 files and paste them in your existing files. In some instances you may need to replace existing sections in the old files since the new material upgrades functionality.

Before you try this, note the following:

- Make a backup copy of your existing files before editing them. WebBoard may have created this backup for you already during installation. For safety, make a backup of the backup.
- Make a backup up the new files (located in the *WebBoard\Html* folder). Use the backup copy as your copy and paste source. Use the installed copy to verify that changes you make to your existing files are implemented correctly for WebBoard 5 functionality.

- Consider doing this project on a development (non-production) system. You can keep your production WebBoard running until you have all the upgrading done and then roll out the new features with your existing customizations.
- Test, test, test! Get all your friends and neighbors to test with you. Sponsor a pizza test party to make it more fun.

Note

WebBoard 5 incorporates many text changes that meet the requirements of the U.S. Government’s disability access guidelines (Section 508). These changes are cosmetic only and do not affect functionality. The changes identified in this appendix do not include those changes, only changes that added features or affected functionality.

User-Facing Files

Approximately 40 of the files that end-users see have no changes in WebBoard 5.0 (except for Section 508 text modifications). For these files, you can continue to use files from WebBoard 4.x. Table B-1 lists the files without changes.

Table B-1 User-facing files with no changes in WebBoard 5.0 (4.x files can be used)

addrbook.html	asknew.html	authfail.html
boardlist.html	chat.help	emailpass.html
emailpass.txt	emailverify.html	enter.html
forgot.html	guest.html	intro.html
layout1.html	lists.html	login.html
loginagain.html	loginchat-b.html	loginchat-c.html
loginsNow.html	loginsToday.html	markread.html
more.html	msgdelete.html	msgsearch.html
msgsearched.html	msgtoday.html	msgview.html
notify.txt	offline.html	pageuser.html
profmenu.html	readonly.html	suggest.html
toolbar.html	top10posters.html	top10users.html
userlist.html	userlisting.html	usersearch.html
welcome.txt	chat* ¹	

¹ Some of the files in the *chat* folder have changes. See Table B-2.

Approximately 25 of the user-facing files in WebBoard 5.0 have changes, which should be integrated to existing WebBoard 4.x files. Table B-2 lists the files with changes and what those changes are.

Table B-2 User-facing files with changes in WebBoard 5.0 (replace or update 4.x files)

<i>Filename</i>	<i>Change</i>
attach.html	Changed between <loop> and </loop>
chatrooms.html	Changed openCRoom function Added <wb-badnick> section at end
confintro.html	New file
confnotify.html	Many changes here, best to replace
confprofile.html	Removed new messages table row (optional)
foruminfo_0.html	New file
language.ini	Added items: [Messages] section ; When deleting file attachments CheckDelete=Check file attachments to delete: ; Formats the display of a file attachment in WB-FORUMFILELIST FileListFormat=<a href="<LOCATION>"><FNAME>
&nbsp;&nbsp;&nbsp;<i><DESC></i>&nbsp;&nbsp;&nbsp;<a href="read?<MSGID>,<FORUMID>">[Read Message]
 ; Formats the display of no files found in WB-FORUMFILELIST NoFiles=&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&No file attachments are currently in this Conference [Misc] section ; Word indicating attachment Attachment=Attachment ; Preferred URL to replace WB-URL tag for board. Ex: Board9=http://domain.com/wbpx.dll/~boardname ; Error message to display when adding a user and name/password is invalid. InvalidLogin=Login names must be 30 characters maximum, using only A-Z a-z 0-9 {} [] ^_-
The first character may not be a number or a hyphen.
Passwords must be 20 characters maximum, using any character except single quote, double quote, pipe(), space or tab.

logoff.html	New file
mlmsg.txt	Added <WB-FILES> tag
mlmsg-r.txt	Added <WB-FILES> tag
newuser.html	Message #8 changed

Table B-2 User-facing files with changes in WebBoard 5.0 (replace or update 4.x files)

<i>Filename</i>	<i>Change</i>
newuser-e.html	Message #7 changed Message #8 changed
postmsg.html	<td> containing Pre-formatted <td> contents replaced with <watch> ... </watch> “Attach file” changed to “Attach file or picture”
postmsg-f.html	<td> containing Pre-formatted <td> contents replaced with <watch> ... </watch> “Attach file” changed to “Attach file or picture”
preview.html (optional)	Changed to add additional post button and cancel button, these are optional, 4.x version is still compatible.
read.html	Contents of <newpost> section changed href="confinfo? changed to href="confintro? Added <wt> and <swt> sections at bottom Added at bottom
readFull.html	href="confinfo? changed to href="confintro?
schemes.js	Added shortwave scheme
topicnotify.txt	New file
topics.html (optional)	Added table row with link to board cover page, this is optional
user-profile.html	Added Watch list management link to <admin> and <manager> sections
user-profile-l.html	Added Watch list management link to <admin> and <manager> sections
useredit.html	Message #7 changed Message #8 changed Message #9 added
chat/croom-o.html	This file should be replaced with 5.0 version
chat/croom.html	This file should be replaced with 5.0 version

Administrative and Help Files

All administrative and help files should be replaced for WebBoard 5.0. If you made modifications to these files, please update the new files accordingly. Table B-3 lists these files.

Table B-3 Administrative and Help files in WebBoard 5.0 (replace existing)

boardadd.html	boardadded.html	boardbad.html
boardclosed.html	boardcolors.html	boarddelete.html
boardedit.html	boardpreview.html	boardscheme.html
broadcast.html	bulkemail.html	bulkpreview.html
colors.html	confadd.html	confadded.html
confarchive.html	confdelete.html	confedit.html
confmanage.html	confmove.html	conforder.html
confselect.html	manager.html	msgmove.html
odbcerr.html	pageall.html	select_admins.html
select_boardusers.html	select_forum.html	select_listusers.html
select_managers.html	select_mlist.html	select_moderators.html
stats.html	sysadmin.html	useradd.html
useradded.html	userdelete.html	userdone.html
userselect.html	Wizards*	help*

C

Troubleshooting Tips

This WebBoard troubleshooting appendix is divided into two troubleshooting sections: one with specific problems and solutions, and the other with guidelines for diagnosing and solving problems on your own. The problems and solutions have been collected from ChatSpace Technical Support and reflect questions users have had regarding WebBoard. The guidelines section describes the troubleshooting tools that come with WebBoard and suggests typical places to look for the causes of problems.

This appendix ends with information regarding other resources you can use to get help with WebBoard, including ChatSpace Technical Support. We highly recommend that you read this appendix and check the online resources, especially the Knowledge Base, before calling Technical Support.

Problems and Solutions

The following specific problems have been encountered by WebBoard users in earlier versions and during beta tests. The answers are from ChatSpace's Technical Support staff.

Problem

MSDE will not install.

Solution

MSDE requires approximately 120MB of free temporary disk space on drive C:\ during installation. If you are also installing MSDE on drive C:\, make sure you have at least 180MB of free disk space.

Problem

I can't get NNTP to install, even though I installed ActivePerl.

Solution

ActivePerl changes your System Path. You may need to reboot after installing ActivePerl for the operating system to recognize the updated path and for NNTP to install.

Problem

After changing from MSDE to SQL Server 6.5 or 7.0, I get the following error when I use WebBoard: Error 1067 The process terminated unexpectedly.

Solution

WebBoard needs to have correct Data Source access and permissions for WebBoard to function correctly with SQL Server. When establishing the Data Source Name (DSN in the Microsoft Windows ODBC Data Source Administrator), use a System DSN not a User DSN. For details on using WebBoard with SQL Server, see Chapter 5, *Managing Your WebBoard Site*.

Problem

Users can't upload files to WebBoard conferences, regardless of the browser they're using.

Solution

Check the File Attachments section of the Edit Conference page to confirm that you've enabled file uploads to the conference in question. Then make sure the file to be uploaded fits the size limitations you've specified in the File Attachments section. See Chapter 7, *Managing Conferences*, for more details. If users are trying uploads with Internet Explorer, see the following solution.

Problem

Internet Explorer 3.*n* won't upload files to WebBoard.

Solution

Microsoft's Internet Explorer 3.*n* requires a patch to support uploads. You may want to alert your WebBoard participants who use this browser that Microsoft offers the patch free (the file, named *rfc1867.exe*, was available at press time) on their web site, <http://www.microsoft.com/>.

Problem

Macintosh users report they cannot upload files.

Solution

Files with the characters # or ? in their names cannot be uploaded. These characters are reserved for specific HTTP functions but are valid for filenames on a Macintosh system. Have the users verify that their filenames do not include these characters.

Problem

Message preview doesn't work for some users of Microsoft Internet Explorer. They can preview the message but not back up to edit it again.

Solution

This is a bug in certain Internet Explorer 3.0 browsers for NT. We suggest the following workaround: have the user post the message and then edit or delete it using the WebBoard message menu. Or, have the user upgrade to a more current browser.

Problem

The Refresh button on the WebBoard menubar doesn't always update the Conferences list for some users of Microsoft Internet Explorer.

Solution

Modify Internet Explorer's default caching method. In Internet Explorer:

1. Choose Options on the View menu.
2. Click the Advanced tab and then the Settings button.
3. Select the "Every visit to the page" radio button, and click OK.
4. Click OK again to save your new settings.

Problem

Users of various Internet Explorer browsers report that after posting a message, the conference that was open in the Conferences list is closed and they must reopen it.

Solution

This problem is caused by the aggressive cache settings in Internet Explorer. See the modifications suggested in the preceding problem.

Problem

The online help does not display properly for users of Microsoft Internet Explorer 3.*n*. The separate browser window opens, but instead of the help menu, a replica of the WebBoard main interface appears.

Solution

Internet Explorer 3.*n* does not fully support the JavaScript used to display help in a separate window. We recommend you encourage your users to upgrade to a level 4 or higher browser. If that is not possible, try these solutions:

1. Have the users click the Help button in the new window. The online help menu should appear.
2. Edit the *toolbar.html* file to display the help in the right frame of the main browser window. See the WebBoard knowledge base for specific instructions (<http://webboard.chatspace.com/>) before editing this file.

Problem

Users report that they cannot see messages that have been posted by other users.

Solution

The Automatically verify new messages settings may be turned off for the conference. If message verification is required, WebBoard administrators, board managers, and conference moderators can see messages posted to the conference, but other users cannot. To verify messages and make them available to all users, remove the red checkmark next to the message by clicking it.

Problem

WebBoard's NNTP server was working fine and now it won't run.

Solution

You may have removed ActivePerl from the computer or from the System Path. ActivePerl is required for the NNTP server to run.

Problem

Under Windows 95, an error message appears at shutdown saying "You must close this program before closing Windows."

Solution

This error appears only if you are running WebBoard's NNTP server. The NNTP server is a Perl module and Windows 95 cannot close it automatically. To close the module, display the task manager (Ctl-Alt-Delete) and close the module manually. This problem does not occur under Windows NT, Windows 2000, or Windows 98.

Problem

I've created newsgroups for several conferences but the newsgroups don't appear for some users.

Solution

The users need to log in, at least once, to the board containing the newsgroups.

Problem

WebBoard's SMTP receiver doesn't start.

Solution

Typically this happens because there's another mail server running on port 25. Check your Services control panel and see if you have the Microsoft SMTP Services (NT 4.0) or Simple Mail Transport Protocol (Windows 2000) running. These need to be turned off.

Problem

WebBoard performance is too slow on my server, which is also running Microsoft's IIS 4.

Solution

IIS 4 offers content indexing using a resource-intensive program named *CISVC.EXE* to speed its performance. This program dynamically maintains an index of all the content on your server. Users are constantly creating and changing files while visiting your boards. For that reason, *CISVC.EXE* never finishes its job and dramatically slows WebBoard performance. Disable *CISVC.EXE* to prevent it from indexing WebBoard files and folders.

Problem

WebBoard performance is slow, particularly after upgrading or moving my SQL Server database.

Solution

Ensure your database has efficient indexes. Indexes are installed when the database is created; however if you upgrade your database software or move you database to another system you may lose indexes. SQL Server includes an index optimizing wizard you can use to check this. You should not have this problem with MSDE.

Problem

Using Microsoft IIS 4 as an external web server gives an error instead of passing requests to WebBoard.

Solution

When installing WebBoard's external web server support for IIS, the IIS server must be stopped for the mappings to be correctly updated. Shut down the IIS server and reinstall WebBoard's external server support. See the following article in Microsoft's knowledge base for more information: <http://support.microsoft.com/support/kb/articles/q187/7/39.asp>.

Problem

Registered users see three or more windows containing WebBoard's login screen or the invalid board screen.

Solution

Regardless of the kind of authentication you're using, this is caused by users disabling or refusing cookies in their browser. Users who ask their browser to notify them of cookies first, but then accept WebBoard cookies upon notifica-

tion, should not experience this problem. Inform your users that they must enable cookies in their browsers, and the users must accept cookies to obtain full functionality from WebBoard.

Note

WebBoard uses cookies to save a user's password (if users enable that option on cookie-authenticated boards), allow the user into private conferences (if users are on the list), and so on.

Problem

First-time visitors receive an *invalid board* message, even with basic authentication boards.

Solution

Regardless of the kind of authentication you're using, this is caused by users disabling or refusing cookies in their browser. Users who ask their browser to notify them of cookies first, but then accept WebBoard cookies upon notification, should not experience this problem. Use a message adjacent to links on referring web sites to inform first-time visitors and remind returning users that they must enable cookies in their browsers. Users must also accept cookies to obtain full functionality from WebBoard.

Problem

Macintosh users who visit WebBoard can't get anything but the login screen, no matter what they do.

Solution

This is usually caused by users disabling or refusing cookies in their browser. Visitors using Internet security programs such as SafeSurf or Net Nanny may also experience these symptoms. Users who ask their browser to notify them of cookies first, but then accept WebBoard cookies upon notification, should not experience this problem. Use a message adjacent to links on referring web sites to inform first-time visitors and remind returning users that they must enable cookies in their browsers. Those using Internet security programs may need to disable them during visits to WebBoard sites.

Problem

Mailing list messages or replies to them are bouncing.

Solution

Several issues are covered in Chapter 5, *Managing Your WebBoard Site*. Here are some others to investigate:

Bouncing replies to mailing list messages

You may have entered the server name incorrectly in that field of the Email Settings section on the Administrator page. It should be *your.server.name*

not *www.your.server.name*. Messages addressed to *ConferenceAlias@www.your.server.name* will probably bounce.

Bouncing replies to mailing list messages

WebBoard only accepts posts or replies from users who are registered on the board and are otherwise allowed to post/reply to the conference. WebBoard confirms or denies user email access by comparing email addresses. All this means:

1. Users must register via a browser before they can start using email access.
2. Users must have access to private boards or conferences before they can post/reply to them.
3. The conference in question must allow posts/replies from users (as opposed to administrators, managers, or moderators).
4. Where conditions 1 through 3 are met, the “From” and “Reply to” email addresses in the message must match the email address WebBoard associates with a registered user in the WebBoard user database.

Bouncing inbound or outbound messages

Some spam (junk email) filters for mail servers won't accept or forward messages from users or domains that aren't in their list of authorized users. Check with your ISP or system administrator to see how you can resolve this issue.

In all cases, check the *smtp.log* in *\WebBoard\Logs* for clues. For even more log details, you may want to enable SMTP tracing (the Log File Settings section of the Administrator page) and do a couple of tests.

Problem

After installing WebBoard 5 as a secondary server, the WebBoard server won't start on the secondary system.

Solution

This may indicate a problem with the chat server registration (chat is running only on the primary server; the secondary server must connect to it). If you upgraded from a previous version of ChatSpace's Community Server, restart the chat server. The chat server must be at least Build 110. In addition, check these two Registry values to make sure they are correct:

`software\chatspace\chatspace\1.3\httpaddr`

must be the IP address of the primary system; and

`software\chatspace\chatspace\1.3\HTTP\Port`

must point to the chat server's web port on the primary system.

If WebBoard is running as an application, a message box displays on failure; if WebBoard is running as a service, a message is in *webboard.log*. The exact text of the message can help sort out the cause of the problem:

- Expired. Contact support to get another key.
- Invalid registration key. This can happen if you have had a previous version of Community Server. You need to re-register with the key for WebBoard 5. After registering, you'll need to stop and restart the chat server to make the new key take, then start WebBoard.
- Found no registration key. Most likely you have not completed the registration process. Try installing again. You must be connected to the Internet to complete registration.
- Could not obtain registration key (no response). Usually means that the chat server is not running, or that the registry values above are missing or incorrect.
- Could not obtain registration key (timed out). Usually means that the chat server is not running, or that the registry values above are missing or incorrect.

Problem:

Users who are members of private conferences can't post to them via the mailing list.

Solution

The user likely has two accounts in WebBoard with the same email address. The first account in the system does not have access to the private conference, but the second one does. When a user emails WebBoard, WebBoard searches the database for the first occurrence of a user with the email address the mail is coming from, and checks to see if that user has permissions on the conference. However, if that user's second account is the one that has permissions on the conference, the check fails and their posting is denied. The workaround is to delete one of the accounts and make sure the remaining account has permissions on the private conference, or give both accounts access to the private conference.

Troubleshooting Guidelines

The following guidelines will help you diagnose and solve problems you may encounter while using WebBoard. Please work through these before calling technical support.

- Restart your computer to ensure that the effects of any unstable or faulty software are removed from memory.

- Make sure you have read and met the WebBoard installation requirements, described in Chapter 2, *Before You Start*.
- Make sure you have tested WebBoard according to the procedures outlined in Chapter 3, *Installing WebBoard*.
- If you're using an external web server with WebBoard, verify that everything is set up correctly. See Chapter 3 for this information.
- Browse WebBoard from the local computer and from a different computer. If browsing locally works, but remotely doesn't, you have a network problem. Contact your network administrator.
- Test your network connection with another tool or application, such as *ping* or *telnet*. For example, if you *ping localhost*, the true name it resolves to should be the same name used in the Server Name field on the Administrator Menu form and in your TCP/IP configuration (computer name and host/domain name).

It's possible to telnet to the WebBoard SMTP server (*wbsmtp.exe*) as well as the web server (*wbserver.exe*). You can do this to verify that the SMTP server is running on the port and domain where it's been bound.

- Browsers cause a large percentage of the problems our support staff tackles. Try another browser, or another version of your browser, to see if you experience the same problems.
- Stop WebBoard and check the appropriate logs:
 - For installation issues (*\WebBoard\Logs\Install.log*)
 - For errors (*\WebBoard\Logs\Error.log*)
 - For general activity (*\WebBoard\Logs\Webboard.log*)
 - For a specific board (*\WebBoard\Logs\Boardname.log*)
 - For file uploads (*\WebBoard\Logs\Uploads.log*)
 - For email problems (*\WebBoard\Logs\Smtp.log*)

See the section on logging WebBoard activity in Chapter 5 for more details.

- For diagnosing email problems, enable SMTP tracing from the Administrators menu and then check the SMTP log. The SMTP log can grow very large very quickly, so we do not recommend that you keep SMTP tracing on as a default. Your external mail server may have its own log files that you can also refer to when debugging mail problems. Check the documentation for your mail server.

- Check the Application Event Log (from the Windows 2000 or Windows NT Event Viewer) for information and warnings about problems with the application.
- Look closely at the error messages sent from WebBoard to the browser. For example, in the “Not Found” error message, WebBoard or the web server reports both the URL and the physical file pathname for the URL target—information invaluable in diagnosing mapping problems. Not all browsers save error messages. If yours doesn’t, we recommend you try another browser.
- If you have edited WebBoard’s HTML files, verify that no tags are missing, improperly entered, or unclosed. The easiest way to do this is to temporarily replace your customized version with the original file and see if the problem remains. If it doesn’t, there’s an error in the edited HTML file.

Some HTML editors, such as FrontPage, will remove or modify WebBoard tags that are needed for WebBoard to function. We recommend that you use an HTML editor that permits you to view the original HTML and to define custom tags. You can also use the HTML editor’s diagnostic capabilities or a special diagnostic tool to find unclosed tags.

Other Resources

WebBoard has several online resources for more information. WebBoard Central (<http://www.webboard.com/>), the web site maintained for by the WebBoard technical support staff, provides product information, troubleshooting help, advice for particular implementations of WebBoard, ideas for new uses of WebBoard, sample script files, helpful utility programs, and opportunities to interact with other WebBoard users in WebBoard conferences.

You can tap the resources at WebBoard Central with your browser, and find out how others have dealt with similar problems. In addition, the Knowledge Base at WebBoard Central may provide just the answer you need. You will also find pointers to other resources on the web, such as specifications and helpful application tools.

Contacting Technical Support

If you’ve thoroughly tried all the other resources to solve your problem and you still need assistance, other technical support options are available for WebBoard. See the Support page at WebBoard Central (<http://www.webboard.com/>) for details.