DETAILED USER GUIDE

King's Norton Boys' School.

Introduction

About this Guide

This guide covers important considerations you should make before using KNect, instructions on logging on to your establishment's KNect website and working with network files. The 'establishment' is King's Norton Boys' School.

The screenshots and procedures in this guide are based on Internet Explorer 5.

Conventions

The following conventions are used in this guide:

Convention	Meaning
▶	Indicates a procedure.
■	Indicates a list of related information, but not procedural steps.
Select	Indicates that you must highlight an item.
Choose	Indicates that you must activate or run an item.

Mouse and keyboard actions may vary, depending on which version of Windows is installed on your computer and how it is set up. Further guidelines are given in the Microsoft Windows documentation.

About KNect

KNect enables you to use the Internet to access your MyWork files and shared-areas (e.g. Topics) on your establishment network. This could be through:

- Your computer at home or in another remote location.

- A computer at your educational establishment.

KNect is a website hosted at your educational establishment. To use KNect you simply log on to this website using your network username and password. You are presented with a web page that allows you to access network files that have been made available to you (for example, your MyWork folder, your establishment's Intranet, and a topic area containing details of a current homework project).

With KNect:

- You will be able to access the network out of normal working hours and work on documents in your MyWork folder or shared topic areas from home, or from any computer with Internet access. You will also have access to your establishment's intranet out-of-hours.

- You no longer need to copy documents onto floppy disks to transfer files between home and your educational establishment or worry about maintaining different versions of documents.

Before You Start

What Do I Need to Get Started?

The computer from which you will access KNect requires the following:

- A 800 MHz or higher processor running Windows 95, 98 or 2000, with a minimum 128MB of RAM, and at least 100MB of free space on your hard disk.

- Internet Explorer 5.0 (IE) or later installed with Web Folder technology enabled (see *Web Folders* on page 6 for more information). If you have Office 2000 installed, you must also ensure that you have the Web Publishing feature installed (see page 8 for more information).

- In order to be able to edit files transferred from your network, your computer will need to have compatible application software installed. If you are unsure whether your version is compatible with the version installed at the server, ask your network administrator.

To use KNect remotely, you will also need:

- A modem (or ISDN card) installed. We recommend a modem speed of at least 56KB per second.

- A telephone line or ISDN line.

- An account with an Internet Service Provider (ISP).

- An account at your establishment that has been granted KNect access.

Web Folders

Note   If you have Windows ME, Windows 2000 (or above) you can ignore this section. These Web Folders are called *My Network Places*.

KNect uses Web Folders - an Internet technology that enables you to access network files from a remote location (for example, your home). Depending on which version of Windows you have, Web Folders are *not* always a default installation option for Internet Explorer 5.0.

►   **To check whether you have Web Folders installed in Internet Explorer 5**

■   In Windows Explorer, open the My Computer folder. If you have Web Folders installed, the Web Folders icon appears under My Computer alongside the computer drives.

If you do not have the Web Folders component installed, you must follow the procedure below to install it. (You may be prompted for the Internet Explorer installation CD.)
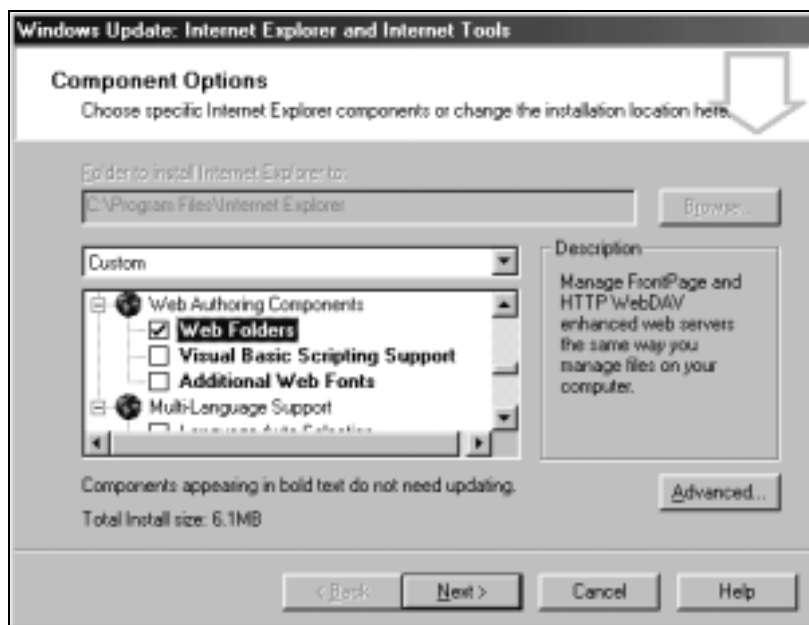
►   **To install Web Folders**

1.   From the Start menu, select Settings, then Control Panel.

2.   Choose the Add/Remove Programs icon.

3.   In the Add/Remove Programs Properties window, scroll down to find the entry for Microsoft Internet Explorer and Internet Tools. Select the entry and choose the Add/Remove button.

4. Select *Add a component* and choose the OK button.

5. Select (tick) the Web Folders check box and choose the Next button.

6. The IE Web Folders component is installed on your computer. When the installation is complete, choose the Finish button to close the installation program.

Office 2000 Web Publishing

If you have Office 2000 installed on your computer, you will need to ensure that the Web Publishing feature is installed to enable you to synchronise your network files. (You may be prompted for the Office 2000 installation CD.)

Synchronising files allows you to let Windows ensure that the same file on your establishment's network and your computer are up-to-date (so you cannot overwrite one file with an earlier version).

► **To check whether you have the Web Publishing feature installed**

1. From the Start menu, select Settings, then Control Panel.

2. Choose the Add/Remove Programs icon.

3. In the Add/Remove Programs Properties window:

   ■ If you have Windows 95 or 98, scroll down to find the entry for Microsoft Office 2000. Select the entry and choose the Add/Remove button.

   ■ If you have Windows 2000, locate the Microsoft Office 2000 entry and choose the Change button.

4. Choose the Add or Remove Features button.

5. Expand Office Tools, Office Server Extensions Support to display the Web Publishing feature. If there is a cross next to it, the feature is not installed. Follow the procedure below to install it.

► **To install the Web Publishing feature**

1. Select the Web Publishing feature and choose the Update Now button. The Web Publishing component is installed on your computer.

2. When the installation is complete, choose the OK button to close the installation program.

Important Considerations

This section contains advice on issues you need to consider before using KNect.

Security

■ Data encryption

KNect automatically provides access to the network via your usual network username and password which is encrypted at logon. All data transfer is also encrypted. This makes it virtually impossible to read any data which might be intercepted.

■ Viruses

A common way in which viruses are spread is by transferring infected files over the Internet. Your establishment's network should already have anti-virus protection procedures in place. However, we strongly recommend that you install anti-virus software on your computer. It is also important to regularly update your software with the latest virus definitions to ensure up-to-date protection for your computer.

■ Adding your establishment as a trusted Certificate Authority

KNect uses a Server certificate to establish a secure connection to the network. The first time you log on to the KNect website, this certificate is downloaded and you can make your establishment a trusted Certificate Authority on your computer.

Keeping costs down

Depending on your ISP, you may have to pay telephone charges for the time you are connected to the Internet. The length of time it takes to download files and information will vary depending on the size of your files, the speed of your modem and the speed of your ISP. The Internet connection through your normal ISP will be charged at their normal rate. If you spend a lot of time connected, you can reduce these charges by making sure you use any discounts available from your telephone company or ISP.

In addition, you can reduce your telephone charges by working sensibly, spending as little time as possible online. For example, you should copy the files you need from the network then work on them offline. When you have completed your work you can log on again to copy your files back to the network.

If you are transferring very large documents, and have access to a zip program (for example WinZip) both at home and at your establishment, you may wish to compress documents locally at your establishment before transferring them, to save time spent online. The smaller a file is, the quicker it can be downloaded. Most files can be compressed to a fraction of their original size. For more information on zipping files, please refer to your zip program documentation.

Logging On to the KNect Website

Before you attempt to log on to the KNect website make sure you have read through and met the requirements detailed in the section *Before You Start*.

► **To log on to the KNect website**

1. Open Internet Explorer (IE).

2. In the Address box (at the top of the IE window), type the Uniform Resource Locator (URL) address of your establishment's KNect website. Your network administrator should have given this to you below:

> ## https://folders.kingsnortonboys.bham.sch.uk

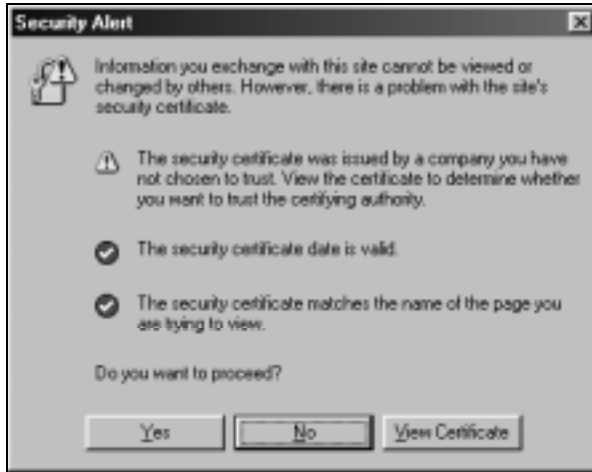Make sure you type it in carefully. URLs have no spaces.

Note   KNect is a secure website, so you will always need to use **https** to access it.

3. Press the Enter key.

4. The first time you log on to the KNect website, you may receive the following message warning you that you are about to connect using a secure link.

Note Even if you select (tick) the *In the future, do not show this warning* check box, IE will still warn you that you are about to view a security certificate from an unfamiliar Certificate Authority each time you log on to the KNect website (unless you add your establishment as a trusted Internet Explorer Certificate Authority as described later on).

5. Choose the OK button. The following warning screen is displayed.

This screen tells you that the security certificate being used is valid, but IE is not familiar with the Certificate Authority that issued it.
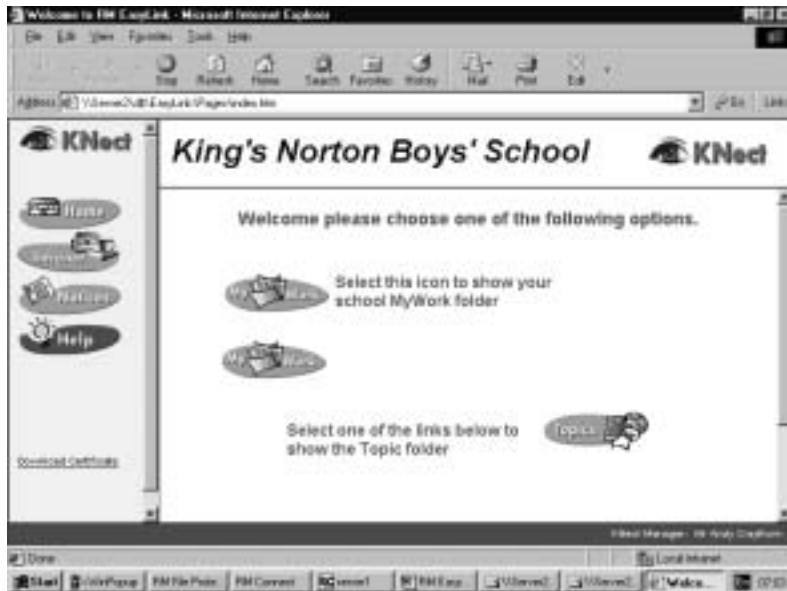
Note The certificate was issued by your establishment (ie. they are the Certificate Authority).

6. Choose the Yes button to proceed. You are prompted for your network username and password. Type in the username and password that you use to log on to your establishment's network and choose the OK button.

   If you share the computer with others, for security reasons we recommend that you *do not* tick the *Save this password in your password list* box.

7. Your KNect home page, similar to the one shown below is displayed:

This page displays a link to your MyWork folder and any shared topic areas made available to you by the network administrator. It may also contain links to your establishment's intranet, notice board, and other links set up by your network administrator.
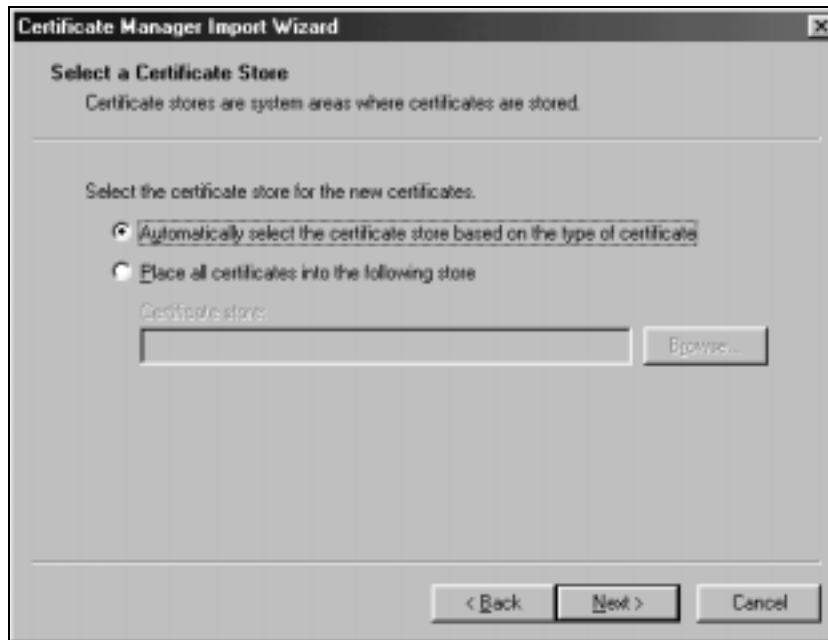
We recommend that you add the KNect home page address to Favourites. This means that you will not need to type in the full address every time you access the KNect site - you can choose it from your Favourites: From the IE toolbar, from the Favourites menu, choose *Add to Favourites.*

► **To add your establishment's network as a trusted Certificate Authority**

To bypass the Certificate Authority warning screen that appears each time you log on to the KNect website, we recommend that you add your establishment's network as a trusted Certificate Authority as described below.

1. On the KNect home page, choose the Download Certificate link (located bottom left of the window).

2. When prompted, save the certificate to your desktop.

3. When the download is complete, right-click the certificate (on your desktop) and choose Install Certificate.

4. The Certificate Manager Import Wizard welcome screen is displayed. Choose the Next button to continue.
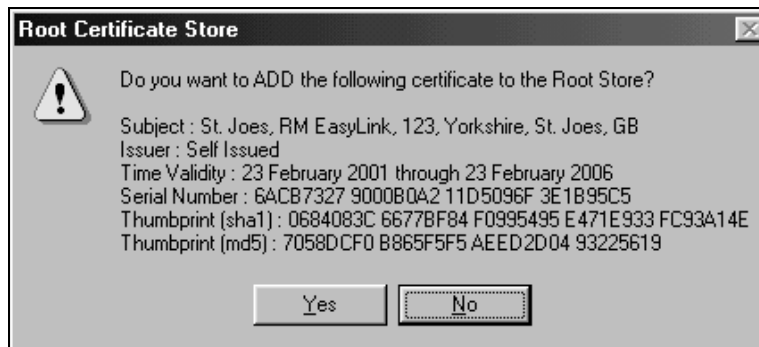
5. The wizard prompts you to select a location in which to store the certificate. Keep the default (as shown below) and choose the Next button.

6. The Completing the Certificate Manager Import Wizard window is displayed. Choose the Finish button.

7. The Root Certificate Store confirmation window is displayed. Choose the Yes button to proceed.

8. The Root Certificate Authority for your establishment is now installed in your browser. Choose the OK button to close the wizard.

Working with KNect

This section contains information about using KNect to work with files in Web Folders.

Internet Considerations

We recommend that when using KNect over a standard modem (56K) that you make this the only interaction you have with the Internet (ie. keep all additional web surfing to a minimum). This will ensure that KNect can complete logon and file management efficiently.

Working with Web Folders

► **To work with files in Web Folders**

1. Log on to the KNect website as described in the previous section.

2. On the KNect home page, choose the link to the Web Folder (for example, your MyWork folder).

3. Copy (or drag and drop) the file to your desktop to work on it. The file will be downloaded from your establishment's network onto your computer.

    Once you have downloaded a file, we recommend that you work offline (that is, disconnect from the Internet), to save running up large telephone bills.

Note	Should the progress bar lock during the download of the file, use Ctrl+Alt+Del on your computer to show the Close Program dialog box. Locate the Web Folder – it will show as *(Not Responding)*. Select this item and choose End Task. Select Close to exit from the Close Program dialog.

4. You can now edit the file in the normal manner. (You must have the appropriate application on your computer, eg. Microsoft Word.)

5. When you are ready to upload the file to the network, connect to the Internet to work online.

6. Copy (or drag and drop) the file back to the Web Folder (for example, your MyWork folder). If you are asked if you wish to replace the existing file, choose the Yes button. Your file is copied to the network.

When you have finished working with KNect, make sure you close all browser windows. When you have finished working at the computer we recommend that you shut down the computer.

Note	Microsoft Office 2000 provides additional features for working with Web Folders. Refer to your Office 2000 documentation for more information.

Troubleshooting

This section contains suggested solutions to problems you may encounter. If the problem you are experiencing is not listed in this section, contact your network administrator for assistance.

I can't access the KNect website

- Check your Internet connection is working properly by trying to collect your Email, or browsing your normal Home Page (for example, http://rm.com). If you can't do this, check your modem is switched on and nobody else is using the phone line. If the modem is on, the phone line is not busy, and you can browse to other websites, then report the problem to your network administrator.

- Check the KNect website URL address as given by your network administrator on page 11.

- If you are attempting to log on to the network over the LAN and cannot access the network, contact your network administrator for advice.

Logon to the KNect website is slow

This may be because you have not added your establishment's network as a trusted Certificate Authority. Follow the procedure *To add your establishment's network as a trusted Certificate Authority* on page 14.

I can't download my files

If you have a very slow modem (less then 33KB per second for example), large files may take a long time to download, or may not download successfully. You should consider whether you need to upgrade your modem to make remote working more efficient and successful.

If you have a large file to transfer, you could use a file compression program such as WinZip or PKZip, to compress your file to a fraction of its normal size. The smaller a file is, the quicker it can be passed down telephone or ISDN lines. If you compress a file, before you can use the file, it needs to be decompressed. For more information, please refer to the documentation accompanying your zip program.

Should the progress bar lock during the download of the file, use Ctrl+Alt+Del on your computer to show the Close Program dialog box. Locate the Web Folder – it will show as *(Not Responding)*. Select this item and choose End Task. Select Close to exit from the Close Program dialog.

The username and password box keeps being displayed

- You may have typed in an incorrect password. If you have forgotten your network password, contact your network administrator.

- Passwords are case-sensitive, check that you have typed it in correctly.

When trying to open your MyWork folder, you see the following error message 'The web folder address supplied to Internet Explorer was too long. Please use a shorter address'

Contact your network administrator for advice. Ensure that you make the administrator aware of the specific error message.

When trying to access a MyWork or Topic Web Folder you see the following error 'Server Error: Cannot open file '..._vti_pvt\service.lck' for writing (or reading)'

Contact your network administrator for advice.

I can't Copy and Paste a file within a Web Folder

When you are accessing your MyWork folder or Topics through Web Folders, you cannot Copy and Paste a file to create a backup in the same area. To do this, create a new folder first (named Backup) and then copy the file from your MyWork (or Topic) area and paste it into this folder.

When you open an Office document whilst using KNect you are prompted to re-enter your username and password

You may need to enter your username and password multiple times before the document is opened in the web browser. This is a problem with Microsoft Office.

When copying a folder for the first time to your MyWork folder, you see a message asking if you want to overwrite an existing folder

Choose the Yes to All button.

After creating a new folder in a Web Folder, it does not appear

In the Web Folder, right-click and select Refresh from the pop-up menu. The new folder will be displayed.
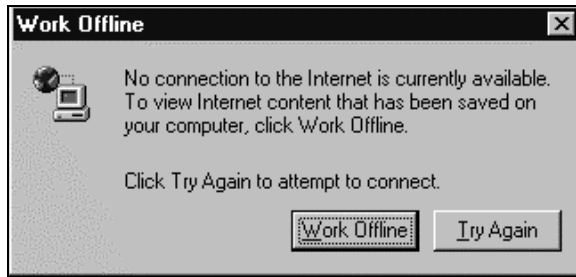
When you create a new folder in your MyWork folder, if the folder name is very long you get the following error from IE5 'WEC Socket Notification Sink: IEXPLORE.EXE - Application Error. The instruction at 0x77fca1f9 referenced memory at 0x8d5002b7. The memory could not be written. Click OK to terminate, Cancel to debug'

Ensure that you do not have any folders with names of more than 127 characters, and also that your folder depth below MyWork is less than 127 characters in total.

When you move your computer to a new location and plug it in, you cannot access web pages (for example, KNect)

Repeat steps 1 and 2 in the procedure *To use the KNect Toggle* on page **Error! Bookmark not defined.**. Now restart your computer. It should now be configured correctly to access web pages. If you still have problems, contact your network administrator.

> *When you connect your computer to the establishment's LAN, the first time you try and run Internet Explorer you see the following:*

Choose the Try Again button. The connection to the Internet should now be made.

> *When clicking on the MyWork link in KNect, if you have Windows ME, you may get the error message 'IExplore has caused an error in IEPEERS.DLL. IExplore will now close.'*

Download and install IE5.5 SP1 (or above) to resolve this confirmed Microsoft issue.

> *When clicking on a link (MyWork or Topic), you get the following error from IE5: 'Internet Explorer cannot open <MyWork> as a Web Folder. Would you like to see its default view instead?'*

You will need to run a program called 'noWebFolders.BAT' on your computer. This file is available either from your network administrator, or from RM's public website http://www.rm.com/support/easylink. Copy the file onto your computer and double-click on it to run it.

> *When clicking on the MyWork link, you cannot connect to the required site but instead get an 'Install on Demand' error and are prompted for the Windows Update CD.*

Click on the arrow on the prompt dialog and from the list box choose *The Internet*. Then choose the OK button and follow the prompts to download the required component.

Whenever you try to connect to KNect, your browser immediately returns a 'Page cannot be displayed' error.

Delete your Internet cache as follows:

► **To delete your Internet cache**

1. Choose the Start button and select Settings, then Control Panel.

2. Double-click on Internet Options.

3. On the General page, select Delete Files. Ensure that *Delete all offline content* is selected (ticked), and choose the OK button.

4. On the General page, select Clear History. Choose the OK button on the warning screen.

5. Choose the OK button to close the Internet Properties window.

6. Now re-try KNect.