

Connecting the AcceptNet Client and Server

For more information on AcceptNet please refer to the QuickStart Guide, which came with your AcceptNet CD. A troubleshooting guide is included on page 7 of this document.

This document assumes that you have successfully installed the AcceptNet Client and the AcceptNet Server onto the allocated PCs. We recommend using Pentium 4 PCs with 256Mb RAM using Windows 2000 as Minimum. AcceptNet Clients can run either on the same PC as AcceptNet Server (locally) or on another PC connected via the Internet (remotely).

The screenshots in this document were taken from a PC running Windows XP Pro and, thus, may appear slightly different on your PCs.

Seven-step guide

Complete the following seven steps to establish communications between the AcceptNet Client and the AcceptNet Server.

1. Get the name of the computer that AcceptNet Server is installed on.
See 'Server Computer Name' on page 2.
2. Get the number of AcceptNet Clients that can be attached to AcceptNet Server.
See 'Number of Clients' on page 3.
3. Get the name of the computer that each AcceptNet Client is installed on.
See 'Client Computer Names' on page 3.
4. Ping the PC that AcceptNet Server is installed on, to establish that communication between the AcceptNet Client and AcceptNet Server is possible.
See 'Ping the Server' on page 4.
5. Enter the name of the computer that each AcceptNet Client is installed on, into AcceptNet Server.
See 'Setup Clients' on page 4.
6. Enter the name of the computer that AcceptNet Server is installed on, into each AcceptNet Client.
See 'Setup Server' on page 5.
7. Confirm that each AcceptNet Client is communicating with AcceptNet Server.
See 'Confirm Communication' on page 6.

Step One: Server Computer Name

1. Go to the PC that has AcceptNet Server installed on it.
2. Go to the Start menu, select Control Panel, and select the System icon.
3. Select the Computer Name tab. Copy the exact Computer Name. You want the COMPUTER NAME, not the FULL COMPUTER NAME. (See Figure 1.)

Note:

Do NOT include the full stop at the end of the name. If you are not sure how to do this, contact your IT department. Make sure you copy the exact name, including upper and lower casing.

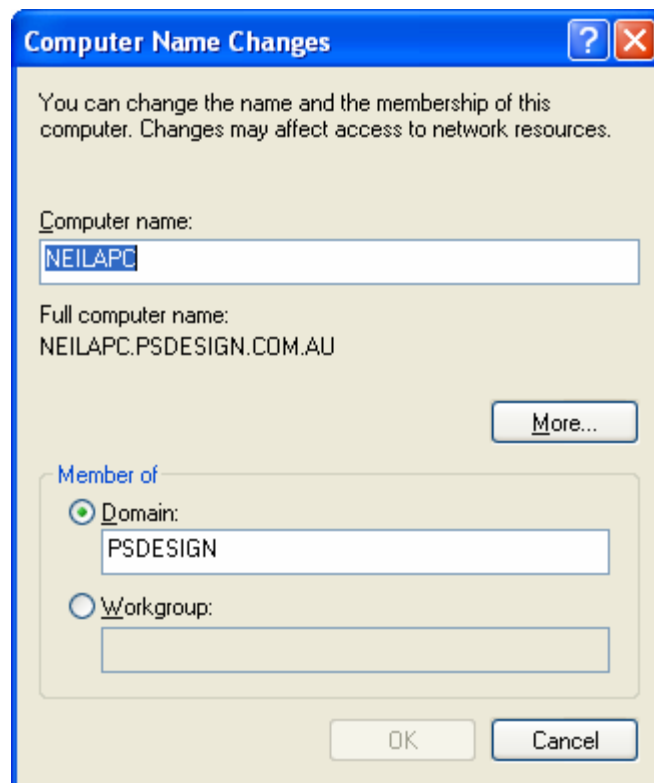


Figure 1. The Computer Name that we want is NEILAPC, not NEILAPC.PSDESIGN.COM.AU.

Enter the name of the computer that the AcceptNet Server is installed on.

Step Two: Number of Clients

1. Run AcceptNet Server and select Help/Hardware Key. Note the number of Clients that you can connect to AcceptNet Server. (See Figure 2.)

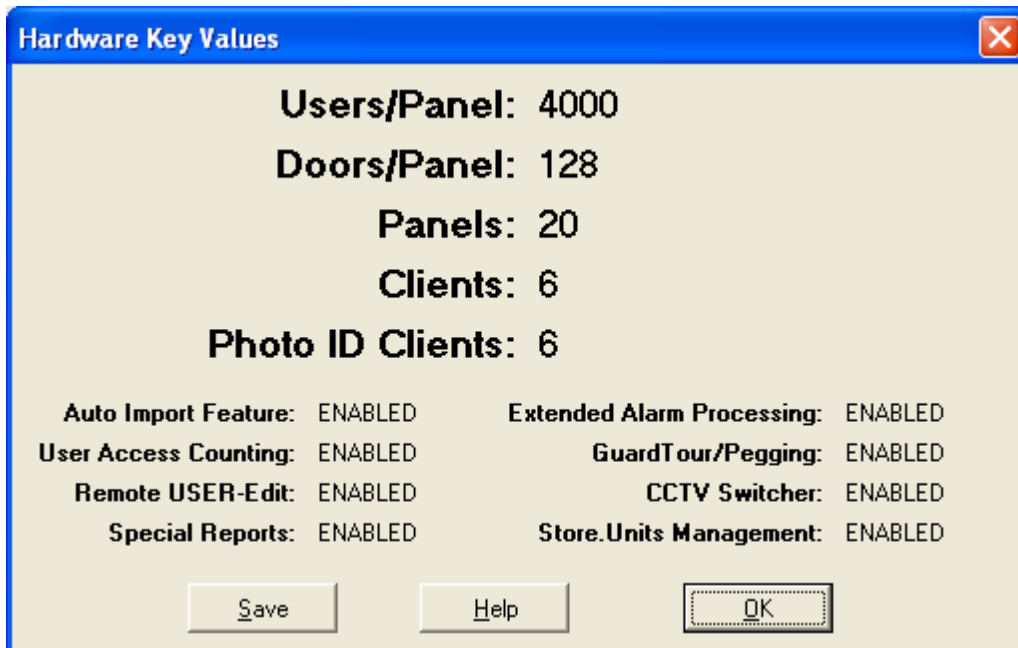


Figure 2. This Server can host up to 6 Clients.

Enter the number of AcceptNet Clients that you can connect to the AcceptNet Server.

Step Three: Client Computer Names

Get the COMPUTER NAME for each PC that has an AcceptNet Client installed on it, using the same process as Step One.

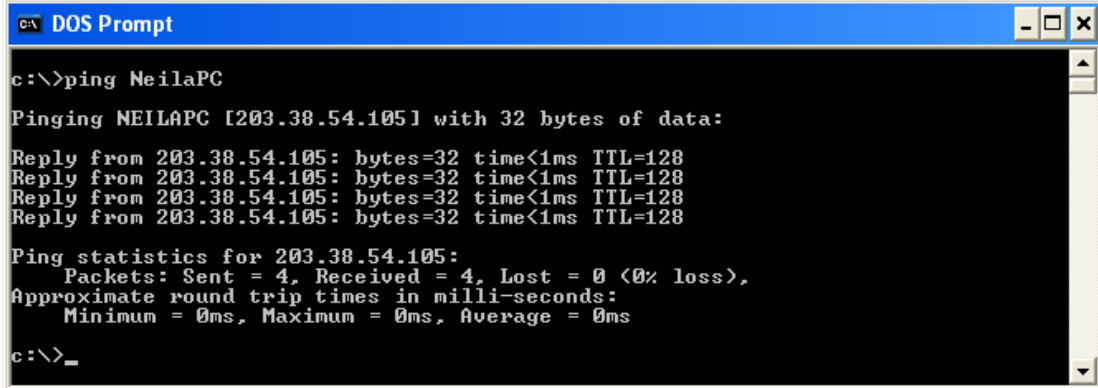
1. Go to a PC that has AcceptNet Client installed on it.
2. Go to the Start menu, select Control Panel, and select the System icon.
3. Select the Computer Name tab. Copy the exact Computer Name. You want the COMPUTER NAME, not the FULL COMPUTER NAME. (See Figure 1.)
4. Repeat the above procedure for each PC that has AcceptNet Client installed on it. Note that the total number of AcceptNet clients that you are allowed is defined in Step Two and entered in the above box.

Enter the COMPUTER NAME of each PC that AcceptNet Client is installed on.

Step Four: Ping the Server

Follow the steps below to confirm that communication between the PCs with AcceptNet Clients installed on them and the PC with AcceptNet Server installed on it, is possible.

1. Go to a PC that AcceptNet Client is installed on.
2. Go to the Start menu and choose Programs/Accessories/Command Prompt. The command prompt will appear.
3. At the Command Prompt enter "ping "and then the name of the computer that AcceptNet Server is installed on, that you found in Step One and entered into the box on page 2. (See Figure 3.)
4. If Ping times out, then this PC cannot see the Server over your network. Contact your Network Administrator to correct this problem before proceeding.
5. Repeat the above steps for each PC that an AcceptNet Client is installed on.



```
GA DOS Prompt
c:\>ping NeilaPC
Pinging NEILAPC [203.38.54.105] with 32 bytes of data:
Reply from 203.38.54.105: bytes=32 time<1ms TTL=128
Reply from 203.38.54.105: bytes=32 time<1ms TTL=128
Reply from 203.38.54.105: bytes=32 time<1ms TTL=128
Reply from 203.38.54.105: bytes=32 time<1ms TTL=128
Ping statistics for 203.38.54.105:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
c:\>_
```

Figure 3. A successful PING.

Step Five: Setup Clients

1. Run AcceptNet Server and Login using your INSTALLER user account (See QuickStart Guide pp27-28) and select Setup/Clients. The Setup Clients dialog box appears.
2. In the Description field of the Setup Clients dialog box (See Figure 4.), enter a name that helps you to identify the computer that AcceptNet Client is installed on. Note that the Description field is free text and thus can be set to anything.
3. In the Computer Name field of the Setup Clients dialog box, enter the Computer Name that you found in Step Three and entered into boxes on page 3. The Computer Name field must match the Computer Names found in Step Three EXACTLY. The Computer Name is case sensitive.
4. Make sure the Client Type is set to Accept.
5. If the Unlock button is enabled, click on it to unlock this Client.
6. Click on the red arrow button to advance one record and setup the next AcceptNet client.
7. Repeat the above steps to setup each Client PC, the names of which were attained in Step Three.

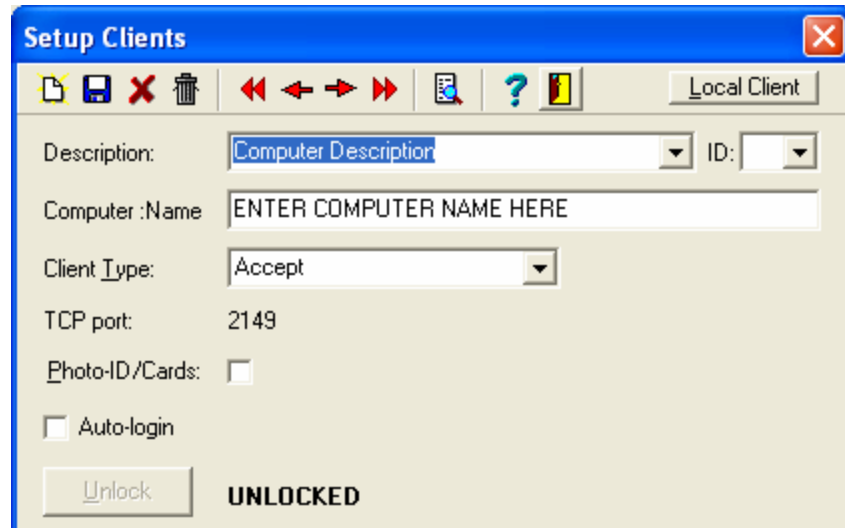


Figure 4. Setup Clients.

8. After you have setup each AcceptNet client, log out of AcceptNet Server.

Note:
 It is very important to log out of AcceptNet Server because AcceptNet Clients cannot connect to the AcceptNet Server if someone is logged in.

Step Six: Setup Server

1. Run an AcceptNet Client. The Login dialog box appears.
2. At the Login dialog box select the Server button. The Find Server dialog box appears. (See Figure 5.)

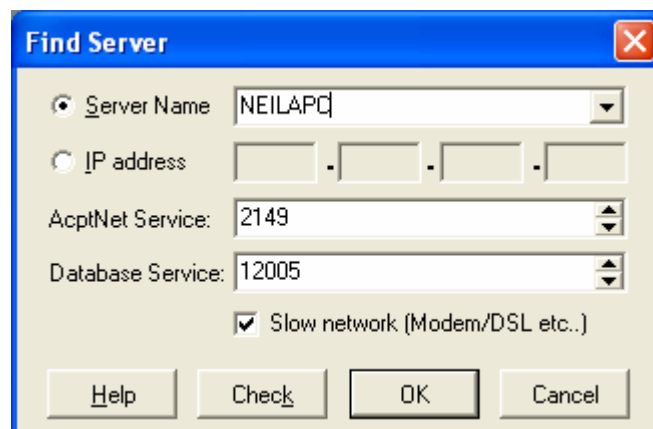


Figure 5. Setup Server

3. Enter either the Server Name or IP address of the Server. If you are using DHCP, you MUST use the Server Name. The Server Name must match exactly the Server Computer Name determined in Step One and that you entered into the box on page 2.
4. Click OK to accept the changes.
5. Repeat the above steps for each PC that has AcceptNet Client installed on it.

Step Seven: Confirm Communication

Confirm that the AcceptNet Clients are communicating with the AcceptNet Server.

1. Run an AcceptNet Client and wait a few seconds.
2. The AcceptNet Client should now be able to communicate with AcceptNet Server and will enable the Login dialog box. If a connection has been established, it will also display "LOGGED OUT" down the lower right hand side of the AcceptNet Client window. (See Figure 6.)
3. If the Login dialog box does not enable, this indicates that the AcceptNet Client does not connect with the AcceptNet Server. In this case, please refer to the AcceptNet Client/Server Troubleshooting Guide on the next page.
4. Repeat the above steps for each PC that has AcceptNet Client installed on it to confirm that each AcceptNet client is communicating with AcceptNet Server.

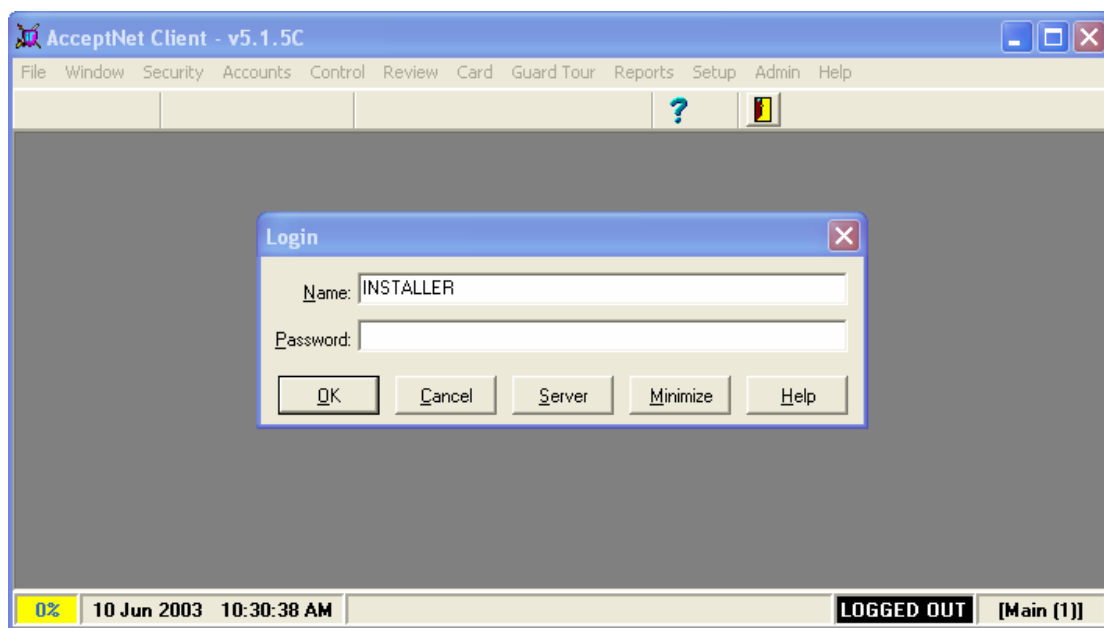


Figure 6.

AcceptNet Client-Server Troubleshooting Guide

For more information on AcceptNet, please refer to the QuickStart Guide. This guide assumes you have successfully installed the AcceptNet Client and Server software onto the allocated PCs. If you have not set up the Clients and Server Computer Names, please refer to the AcceptNet Client-Server QuickStart Guide.

Note

It may take up to 10 seconds for the AcceptNet Client to connect to AcceptNet Server after each step. Please give the AcceptNet Client time to reconnect before proceeding.

| What is the problem? | To solve the problem.... |
|--|--|
| Client cannot connect to Server. Client reports "No Server". | <p>Someone may be Logged-In to AcceptNet Server. An AcceptNet Client CANNOT connect to the Server if someone is currently Logged-In.</p> <p>Before you run the AcceptNet Client to see if it is communicating, make sure the AcceptNet Server status is Logged Out.</p> <p>Try communicating with the Server using PING. Run Command Prompt and type PING then the Server Computer Name. If PING times out, the Client PC cannot communicate with the Server PC. If this happens, contact your Network Administrator.</p> <p>Make sure AcceptNet Server has the case sensitive COMPUTER NAME for the Client entered correctly in Setup/Clients. Do NOT include the trailing full stop.</p> <p>Make sure the AcceptNet Client has the case sensitive COMPUTER NAME for the Server entered correctly in the Server button on the Login Screen. Do NOT include the trailing full stop.</p> <p>In both cases make sure you are using the COMPUTER NAME and NOT the FULL COMPUTER NAME. Contact your IT department if you are not sure.</p> <p>Go to Setup\Clients and select the record for the Client that is not connecting. If you have an UNLOCK button on the screen, click it, save the record, log out of the Server then go to the Client to see if it is now connecting. If you do NOT have an UNLOCK button, delete the Client record and create a new record and re-enter the Client details.</p> |
| One Client connects, but others cannot. | <p>Make sure that you have entered a record for each AcceptNet Client into the AcceptNet Server. (See Step 5.)</p> <p>If the version of AcceptNet that you are running is earlier than V5.0.7C, ask your IT department if the Client PCs were configured using the utility GHOST. If they were, you need to upgrade AcceptNet to the latest version.</p> |

