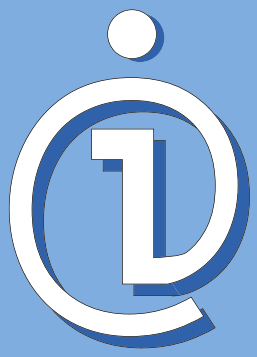

WEBCENTERS

QUICKSTART GUIDE

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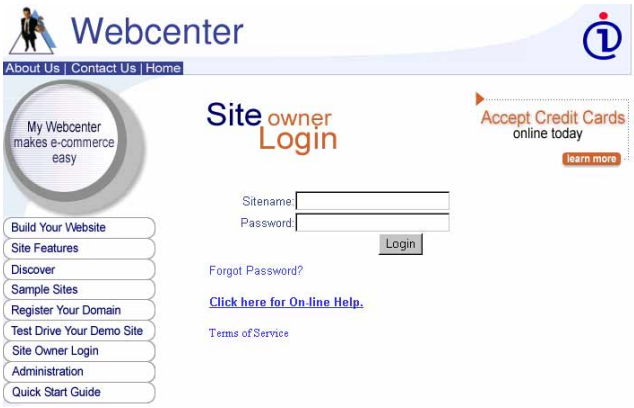
Accessing your Website

In this chapter, you will learn how to access your website.

The homepage is where you will begin the website administering process.

Please click on the “next” button below to learn where you need to go to login to your website.

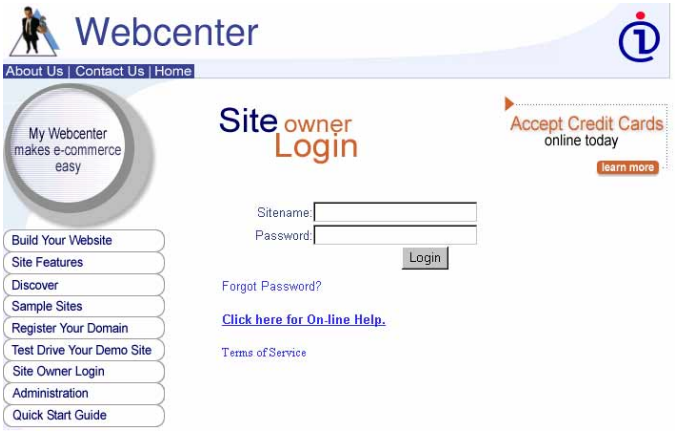
Website Homepage
(Please refer to the image below)



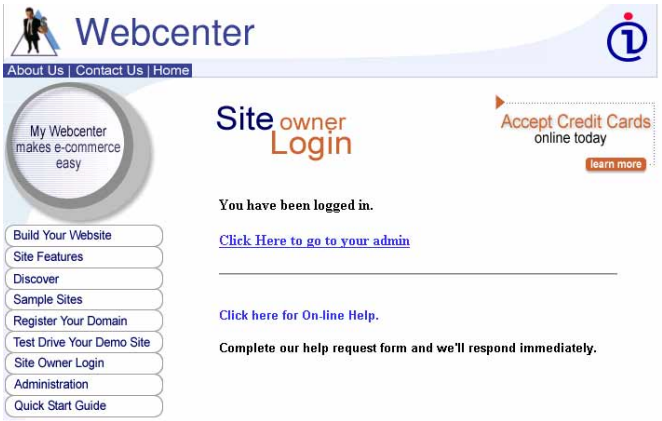
Login Procedure

This screen prompts you to type your sitename and password (use lower case letters only). Once you have entered your sitename and password, click on the "Login" button.

Tips: your sitename should have no spaces, e.g., if the business name is ABC Incorporated, the sitename will most likely be abcincorporated.
(Please refer to the image below)



If you arrive at this screen, you have logged in successfully. Click on the "Click Here to go to your admin" link to proceed to your site administration page. If you get an error message instead of this page, back up and repeat your login and be sure you use all lowercase for sitename and password and no spaces in your sitename.
(Please refer to the image below)



Advanced Administration

The advanced administration page is a table of contents for all of the changes you can make to your website. There are (8) tools provided for your use.

Site modifier
-This allows you to make changes to the different pages in your site

Product list
-This allows you to develop your product catalog

Site Tools
-This gives you access to the different tools provided with your website

Contacts
-This tool allows you to view your messages & organize your to do list.

Statistics
-The statistics show you how many hits your website is receiving

Commerce
-This tab allows you to setup your payment options

My account
-This allows you to set up and personalize the information for your site

Update site
-This option updates your site with all of your changes. Remember to always update the site after each change!

Editing your Website

In this chapter, we will review the webpage development process as well as adding pages, deleting pages, changing images, changing text, deleting elements, and uploading files.

Adding Pages

To add a new page to your website you will need to go to the Site Creator Administration. Access that by clicking on the "site modifier" tool in your Administration Page.

From the Site Creator Administration Page click on the "Add New Page" button.

This will take you to a new screen called "Add Page Selection".

Step 1. Choose what layout you will use for the new page. Click on the radio button next to the selection that you prefer.

Step 2. Decide what page you want your colors to load from. As you can see in the example there is a pull down menu. Select the page that you want to load your colors from.

Step 3: Decide on a name for your new page. Type that name in the title, file name , and text for the button field.

Step 4: Decide what pages you want linked to your new page. Click on the radio button next to the pages you want a link from.

Once you click on the continue button you will be taken to the Main Administration Page.

To verify that your page is added correctly click on the “Site Modifier” tab. This will take you to the Site Creator Administration page. Scroll through the list of available pages to see if your page was added successfully.

Deleting Pages

To delete pages go to your Site Creator Administration by selecting the site modifer tab from your administration page.

This will take you to the Site Creator Administration. Select the page that you want to delete by highlighting it and and click on the continue button.

From the Page Administration screen scroll down until you reach the Delete the Page area. Click on the Delete Page button

This will take you to the delete page verification screen. Click on Continue.

Changing Images

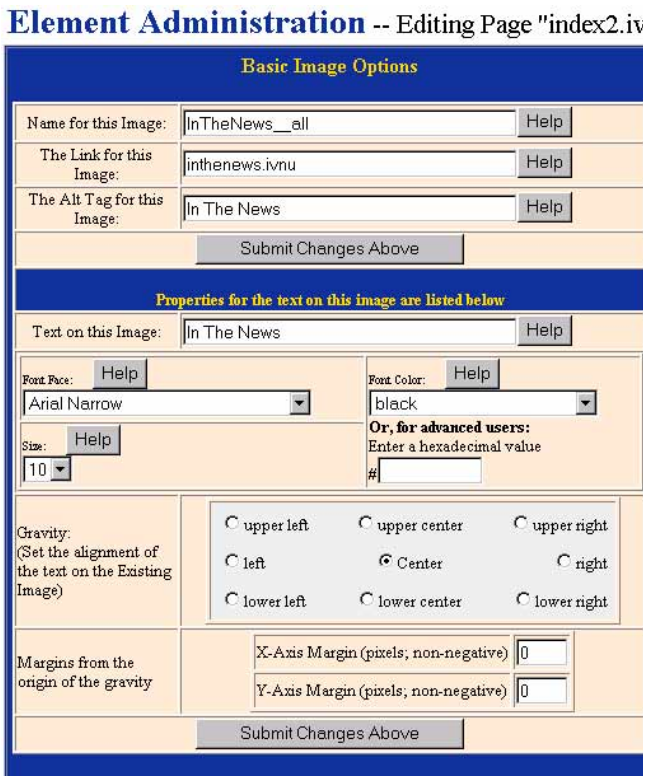
From the advanced administration page select site modifier.

This will take you to a new page called the Site Creator Administration.

You are now in the SITE CREATOR ADMINISTRATION PAGE. The first box will ask you to select a page to modify. Select the page you want to modify. It will turn blue (default setting is for index2 home page.) and click on the Continue button below that box.

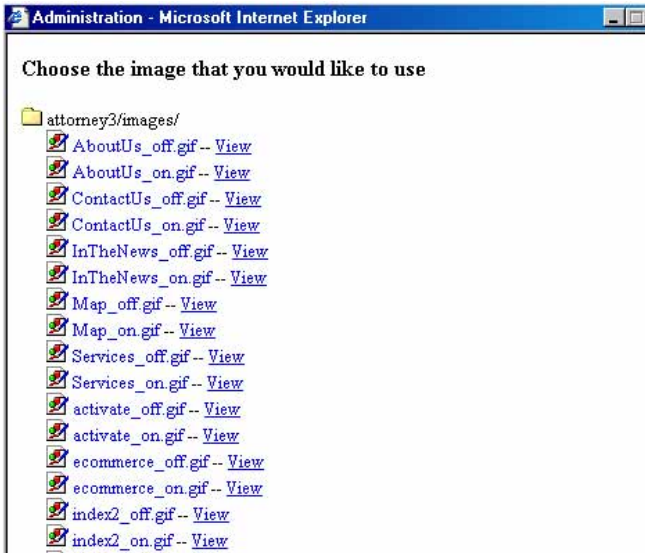
You are now in the PAGE ADMINISTRATION screen. Our tools break the components of that page into individual elements so you can modify each elements individually. Go to the image you want to modify and click on the blue EDIT link. (This is located to the right of image that you want to change.)

You are now in the ELEMENT ADMINISTRATION screen. In the first blue box listed BASIC IMAGE OPTIONS, we will go to the line marked CHOOSE A NEW IMAGE TO DISPLAY and click on the "FIND A NEW IMAGE" button.



A window will pop up with (3) options:1.) USE ONE OF OUR (Webcenter's) IMAGES, 2.) USE ONE OF YOUR OWN IMAGES, and 3.) UPLOAD A NEW IMAGE. Select the option that allows you to use the image you need.

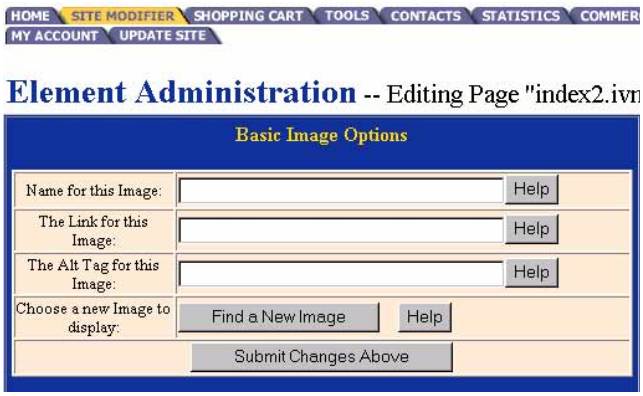
If you selected the option OF USING ONE OF YOUR OWN IMAGES it will display a box with a folder showing your site name and all the images associated with that site. Click on the "View" link to see the image.



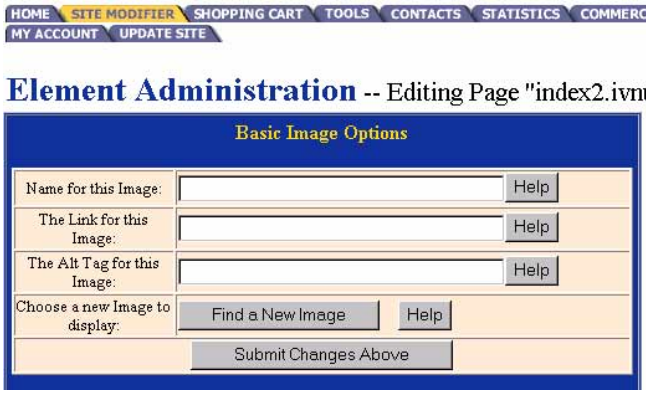
Your window screen will now change to show a picture of the image. If this is the image you want to use then click on “Use this image”.(If not, then click on the “BACK” link which takes you back to the previous page.) Your window screen will now display YOUR IMAGE HAS BEEN SELECTED and there will be (2) blue links: CLOSE WINDOW or BACK. Click on the CLOSE WINDOW.

This will bring you back to the ELEMENT ADMINISTRATION page. Under the box marked as BASIC IMAGE OPTIONS click on the button named “SUBMIT CHANGES ABOVE”.

You can also create image links & alt tags from your images in this section. Type the url in the “The Link for this image” field for image links. Type the text to be displayed when the user places the mouse cursor over the image in the “The Alt Tag for this image:” field. (for an example move your mouse over the image).



You will be redirected to the ELEMENT ADMINISTRATION page. Click on “UPDATE SITE” to finalize all your changes.



Position And Order Of Images

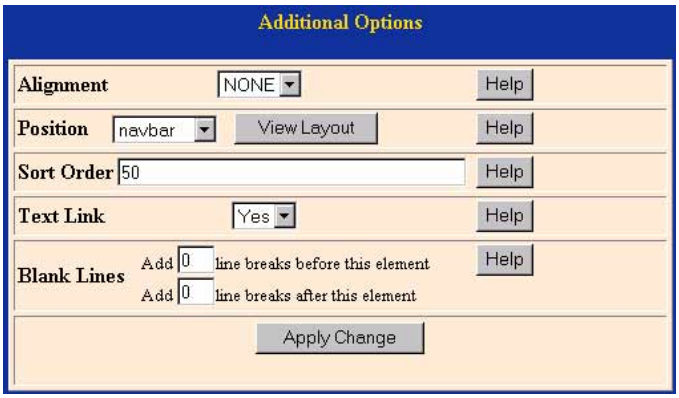
Here is a step-by-step procedure on how to position and order your images.

Step 1: Click on the site modifier button.(see picture below)

Step 2: Select a page to begin customizing.(see picture below)

Step 3: Select the image you'd like to begin modifying and click on the edit link.

Step 4:
Scroll to the additional options section.(see picture below)



Alignment: Select left, right, center, or none.

Postion: Select the position from the drop down menu. As an alternative, you can see the different positions of your page by clicking on "view layout".

Sort Order: To sort your image, type a number from 0 to 99 in the text field.

Text Link: This feature is used for those instances where you have established a link for an image element and you want that link to appear as a part of the navigational text links normally viewed at the bottom of each page.

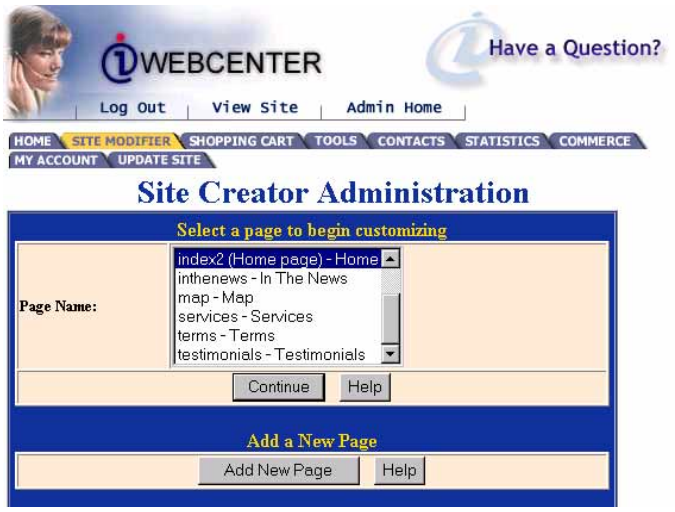
Blank Lines: Use this feature to add line breaks before and after the image.

Apply Change: Click on apply change once you're done modifying this element.

Step 5: Click on "Update Site" to finalize all changes.

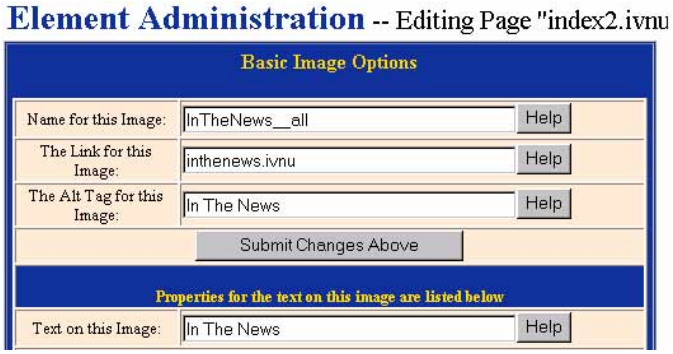
Changing Text

You will now be in the SITE CREATOR ADMINISTRATION PAGE. The first box will ask you to select a page to modify. Select the page you want to modify. It will turn blue (default setting is for index2 home page.) And click on the "Continue" button below that box.



You are now in the PAGE ADMINISTRATION screen. Our tools break the components of that page into individual elements so you can modify each elements individually. Go to the text you want to modify and click on the blue EDIT word. (This is located to the right of the element you wish to modify.)

You are now in the ELEMENT ADMINISTRATION screen. In the first blue box listed BASIC TEXT OPTIONS. Click inside the large inset box and delete the text. Now type in your new text. You can chose to make the text Bold, Italic or Underlined by clicking on the check box next to the desired option. When you are done, click on the SUBMIT CHANGES button.

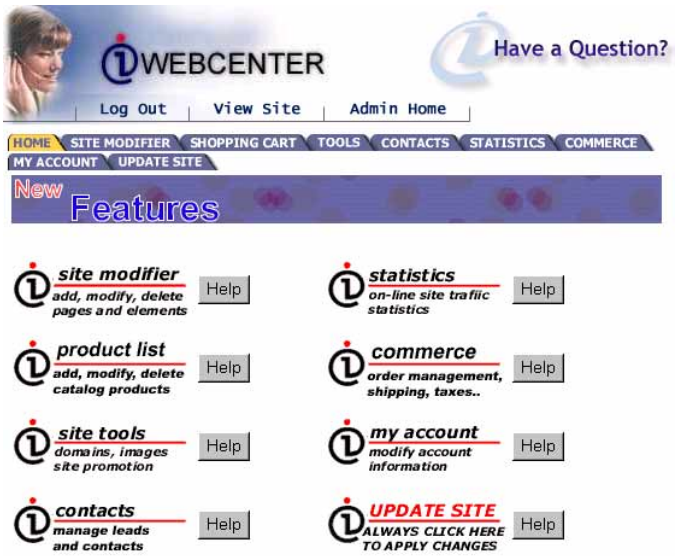


This will take you back to the PAGE ADMINISTRATION page. You can scroll down to see your new text changes. Now scroll back to the top of the page and click on the "Update Site" tab to finalize the changes.

Position And Order Of Text

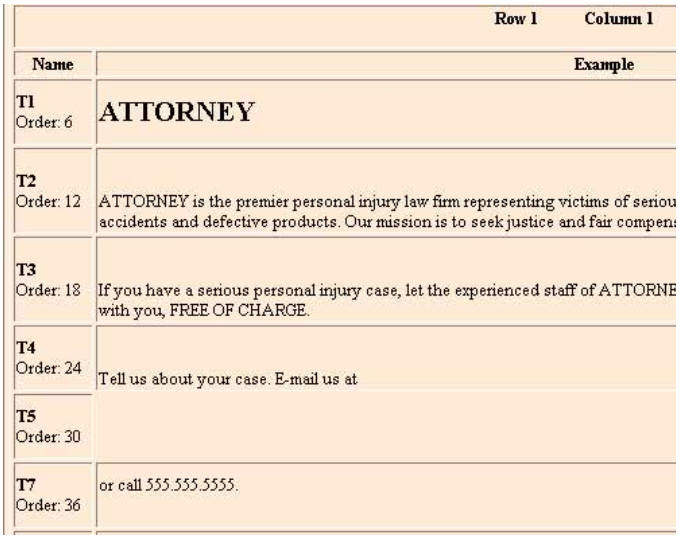
Here is a step-by-step procedure on how to position and order your text.

Step 1: Click on the site modifier button.(see picture below)



Step 2: Select a page to begin customizing.(see picture below)

Step 3: Select the text you'd like to begin modifying and click on the edit link.

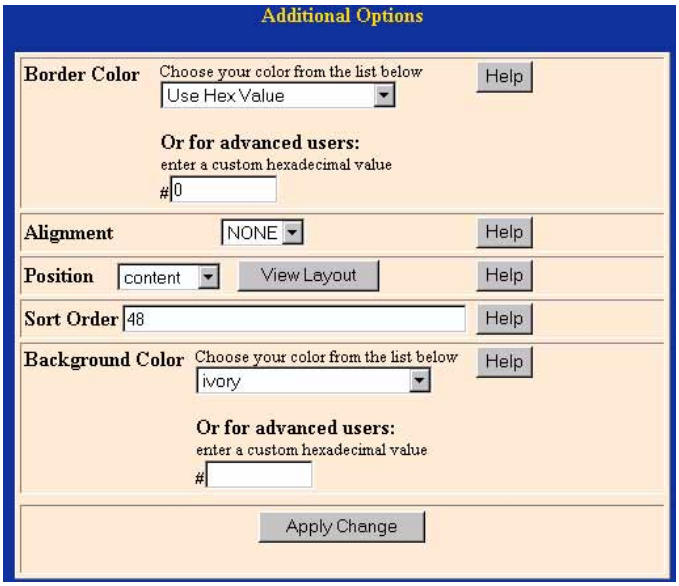


Step 4: Scroll to the additional options section.(see picture below)

Alignment: Select left, right, center, or none.
Link: Type in the link you want people to go to when they click on the element.
Postion: Select the position from the drop down menu. As an alternative, you can see the different positions of your page by clicking on "view layout".
Sort Order: To sort your image, type a number from 0 to 99 in the text field.
List Properties: Use this feature to create numbered or bulleted list items.
You can choose to make this element not part of any list which is default.
You can choose to make it part of a numbered or bulleted list.
You can start a new list with this element.
You can make this element the last item in the list.

Blank Lines: Use this feature to add line breaks before and after the image.
Apply Change: Click on apply change once you're done modifying this element.

Step 5: Click on "Update Site" to finalize all changes.



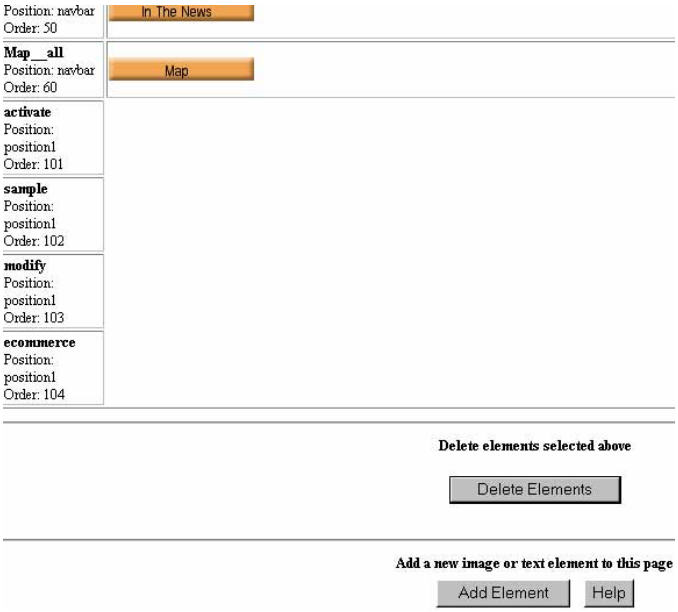
Deleting Elements

In order to delete an element from your page you need to access your Site Creator Administration by clicking on the “Site Modifier” image.

This will take you to the Site Creator Administration. From this screen you will select the page that you want to delete the element from.

This will take you to the Page Administration Page. Scroll down this page until you reach the element that you want to delete. Click on the delete check box next to the element.

Scroll to the bottom of this page to the button labeled “Deleting Elements” - click on that button.



You will be taken to the “Delete Element Verification” page. If you are sure you wish to delete this image then click on continue - if not then click the cancel button.

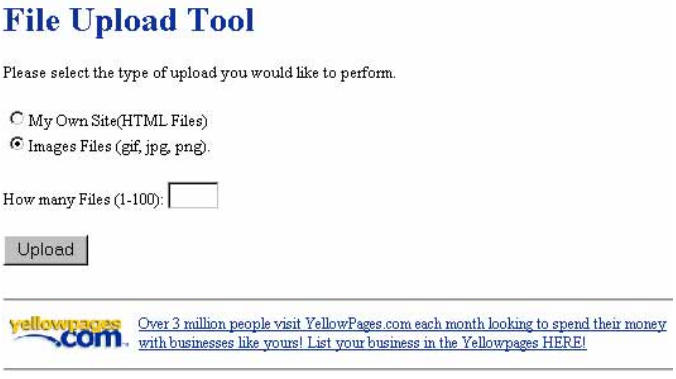
Uploading File

In order to upload your files you must have the file saved on your computer. The file must be saved as .gif, .jpg, or .png format to upload.

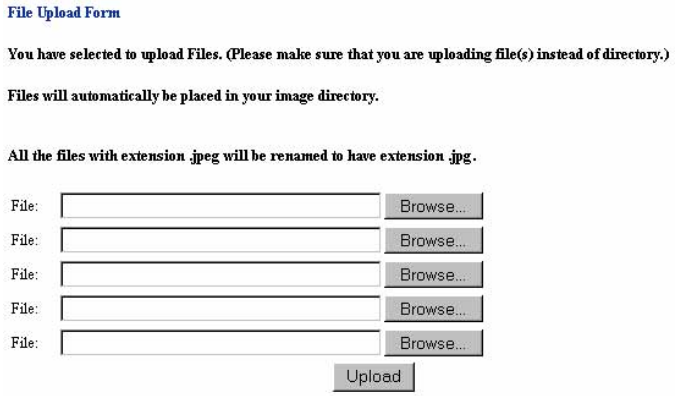
Follow the steps below to upload your files. From the ADMINISTRATION PAGE click on the menu tab for TOOLS.

From the menu screen shown in the image below click on “UPLOAD FILES”. The computer is going to ask you how many files you want to upload. With this program you can upload 100 files at a time. For now just put 1 in the box and hit your enter key.

Select the file type you want to upload and type in how many files you will be uploading, then press upload.

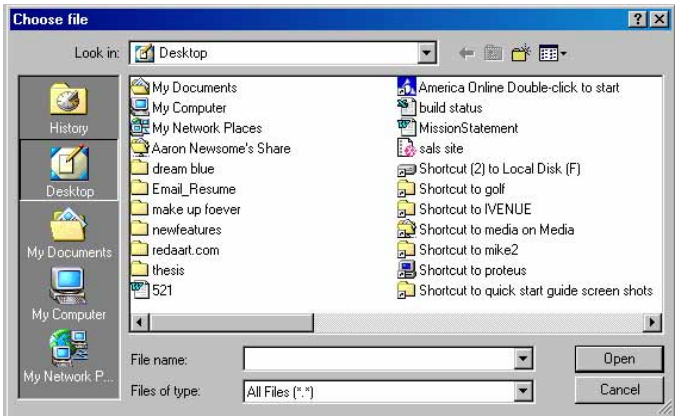


The next screen has a box with a button to the right that says BROWSE. Click on it. This will bring up a choose file window.

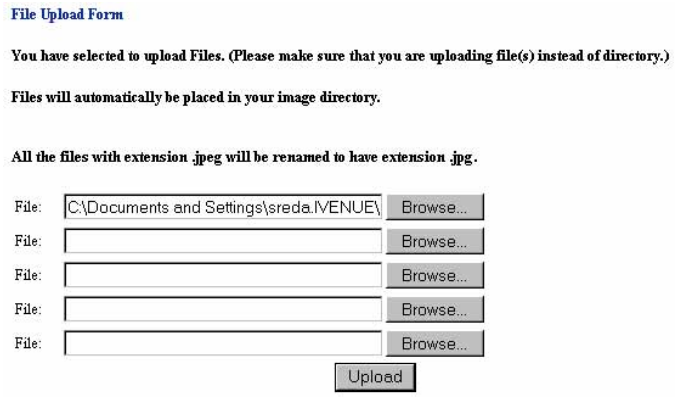


Once you have the appropriate folder, open, click on the image you wish to upload. You will only need to click once and then click OPEN.

Note: File names can not have spaces or odd characters in the file name.



You will notice that the box to the left of the BROWSE button has now been filled in with a string that allows the computer to find the file you wish to upload. Click UPLOAD.



Generating A List

A list is a set of text elements arranged in single rows. The list can be either unordered or ordered.
An unordered list is delineated by bullets...
red
green
blue
black

An ordered list is delineated by numbers in our system...
red
green
blue
black
In the SITE CREATOR ADMINISTRATION PAGE. Select a page to add the list to.

In order to make a list, each text element must be created in turn. First, scroll to the bottom of the Page Admistration page. Click on “Add Element”.

On the next page, select “Text” as the type of element and then hit “Continue”. Type in your text element in the big box on the next page as well as selecting a position and giving your new text element a name. Lastly, press “Add Element”.

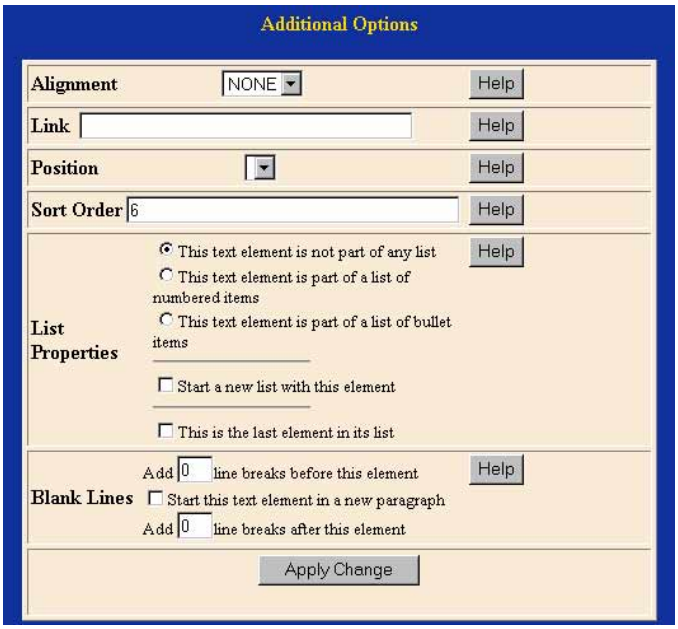
In the element administration for your new element, scroll down to the Additional Options section. In the subsection, List Properties, select either...

This text element is part of a list of numbered items
-OR-
This text element is part of a list of bullet items

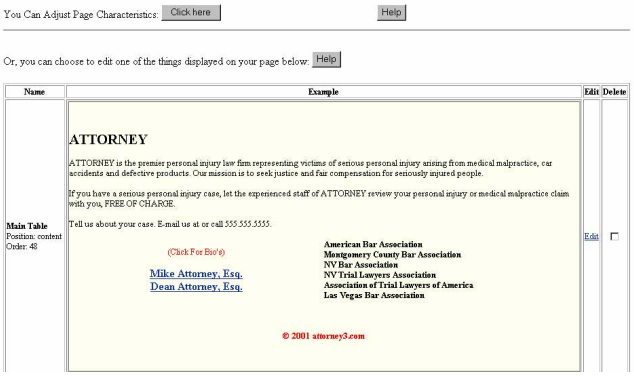
...depending on the type of list you'd like. (Of course, if you don't want your text element to be part of a list, then select This text element is not part of any list).

Then, if your element is either the first or last in your list, then select either Start a new list with this element or This is the last element in its list.

Repeat all the steps above for each element until your list is complete. That's all there is to it!

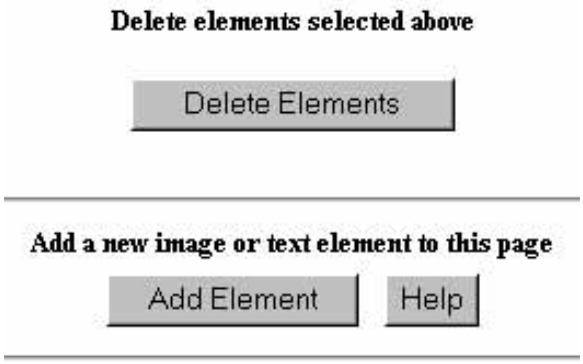


Creating Tables
Step 1
In order to create a Table on one of your website pages Scroll to the end of the Page Admin screen and select the
"Add Element" Link



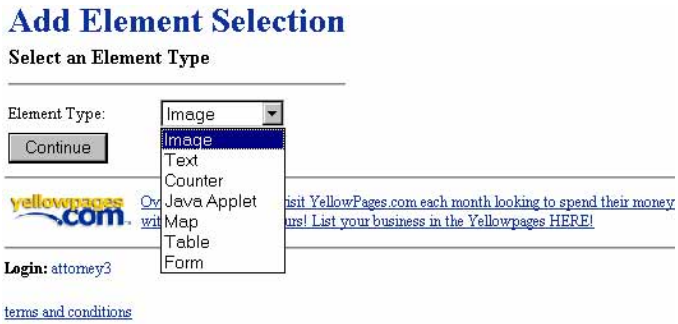
Step 2
On the Add Element screen you will be asked to select an element type from the pull down menu provided.

Select Table and click continue.



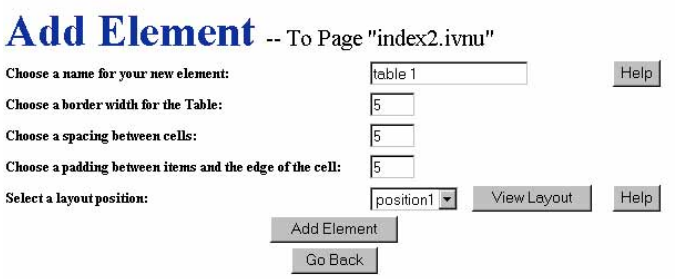
Step 3
The next screen will allow you to determine the exterior characteristics of your table.

Border
Cell Padding
Cell Spacing



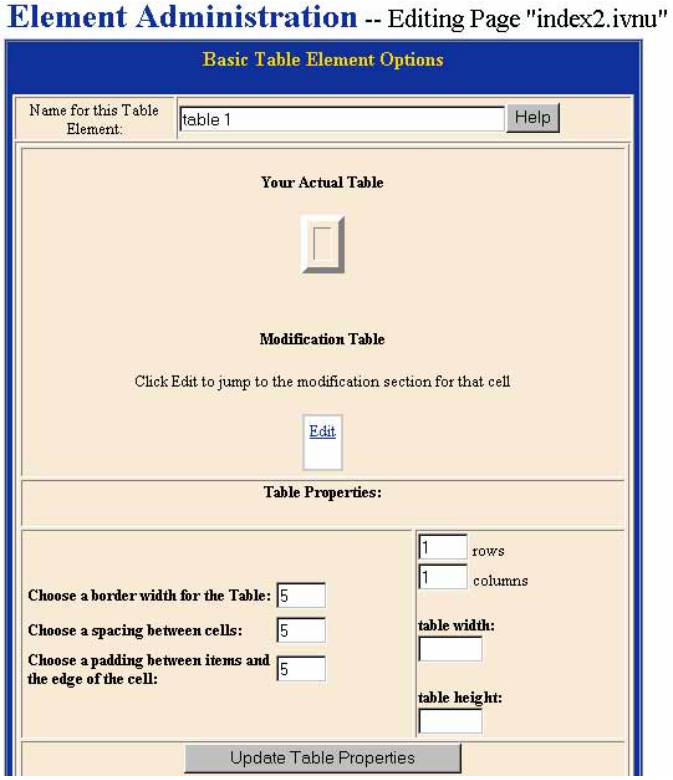
Step 4
Now it is time to determine the interior characteristics of your table by determining the number of rows & columns your table will have.

Click on the Update Table Properties Link

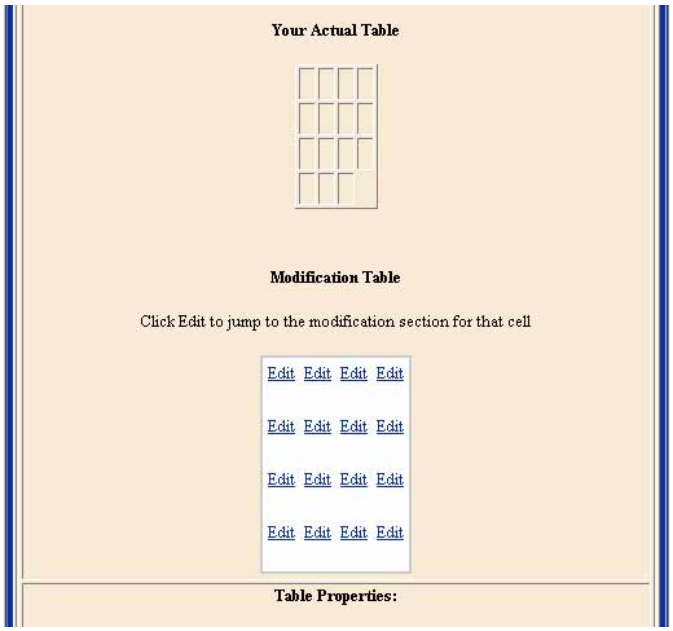


Step 5
The Update Table Properties link will refresh your screen to show your table with empty elements for modification.

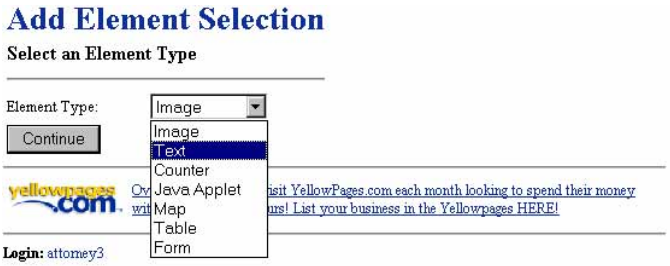
Click on the first blue edit link to begin customization of row 1 column 1



Step 6
This will jump you down to the beginning element administration section of your table. Click on the “Add Element” button.



Step 7
This will take you back to a familiar Add Element Screen. Now you will be working withing the table you’ve just created. Select the element type you want to add to row 1 column 1 of your table & click on continue.

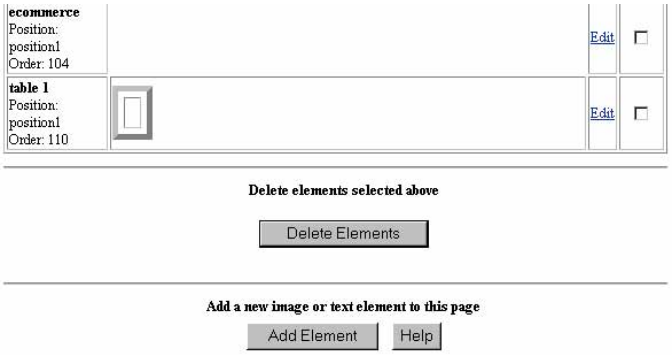


Step 8
Depending on the element type you added follow the procedures found under Changing Images, Changing Text, or Uploading Files.

Repeat Steps 5 through 8 until you have completed customization of your table.

Adding A Form

To add a form to this table from the Page Administration screen, scroll to bottom of the page until you locate the Add Element link at the bottom of the page



In the Add Element page you will be asked to select an element type.

From the pull down menu select Form

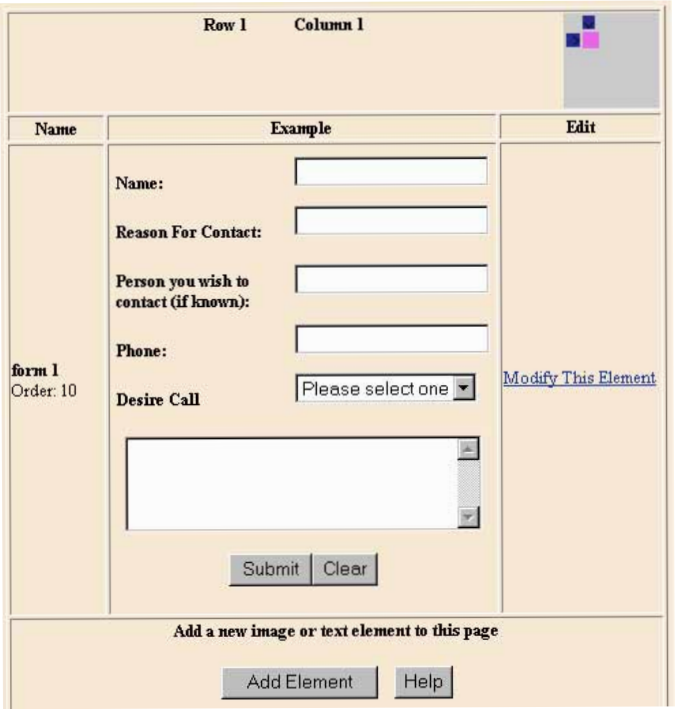
Next you will be prompt to select the type of form you want to add. Buy an Item or Submit information by Email.

Once you have made your selection, click on the “Add Element” link.

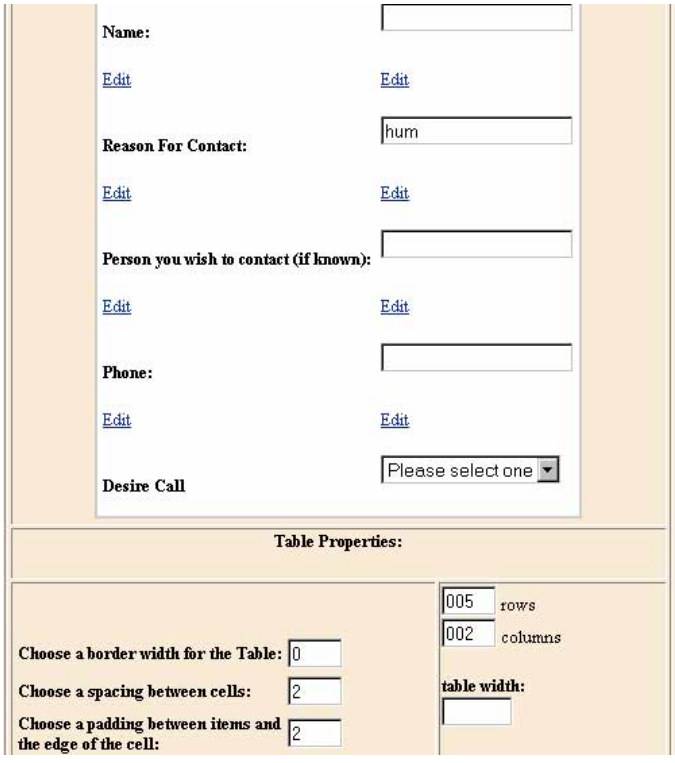
This tutorial is on the Submit Information by Email Form.

You will be redirected to the Element Administration page for your form. Scroll down that page until you reach the area as outlined below.

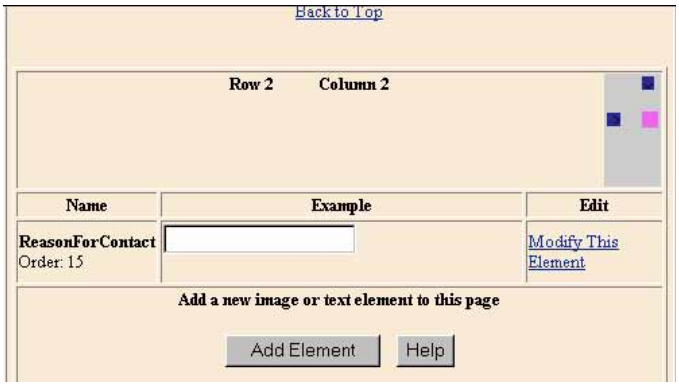
The forms are made in a table format. In order to change the information or lables of the items on the form, click on the edit link next to the item you want to modify.



That will take you to a new area in your element administration. Again click on the blue edit link next to the item that you want to edit.



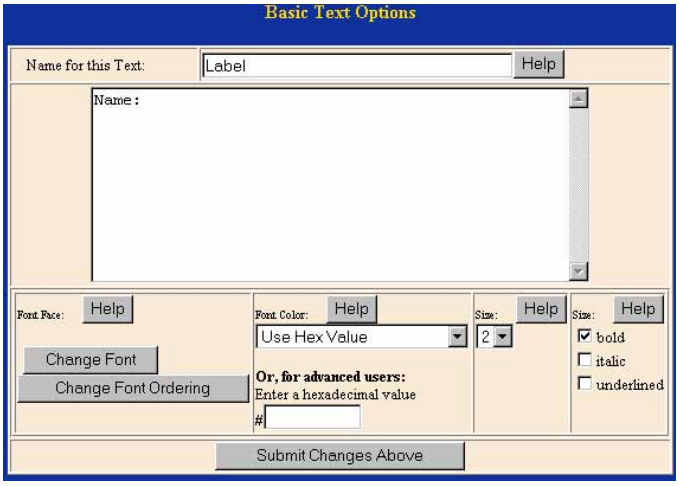
You will then be taken to another section of the modify form screen. Look for the text or image you want to customize and click on the "Modify This Element" link next to it.



This will take you into a new element administration screen. This is the same screen as used in changing text from earlier in the tutorial. Make your appropiate changes here and click on the "Submit Changes Above" link provided.

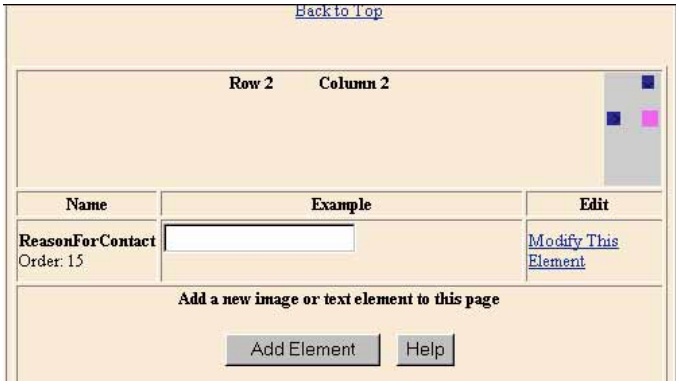
The form editor in your software package allows you to implement text boxes, multi line text boxes, radial buttons, pull down menus, multiple select options and many more. For a full view of what we offer click on the "Add Element" link within your form editior.

To make changes to the exsisting pull down menu provided with the form clik on the "Modify This Element" link next to the pull down menu element.

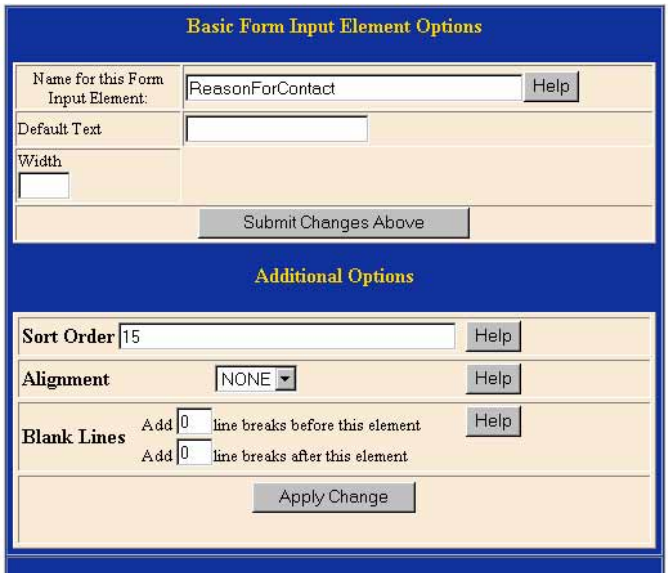


That will take you to the Element Administration page for that element. Notice that "Items to be listed for this form item" are done in a list format. it is imperative that you maintain that format in order for your pull down menu to work accurately.

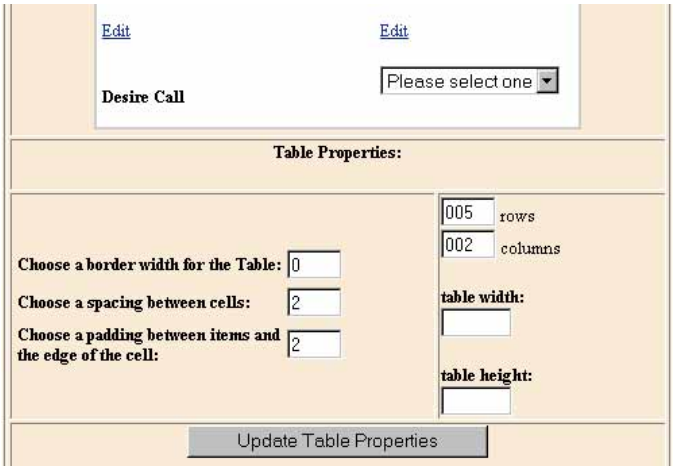
Once you have made your appropriate selection click on the "Submit Changes Above"
Link



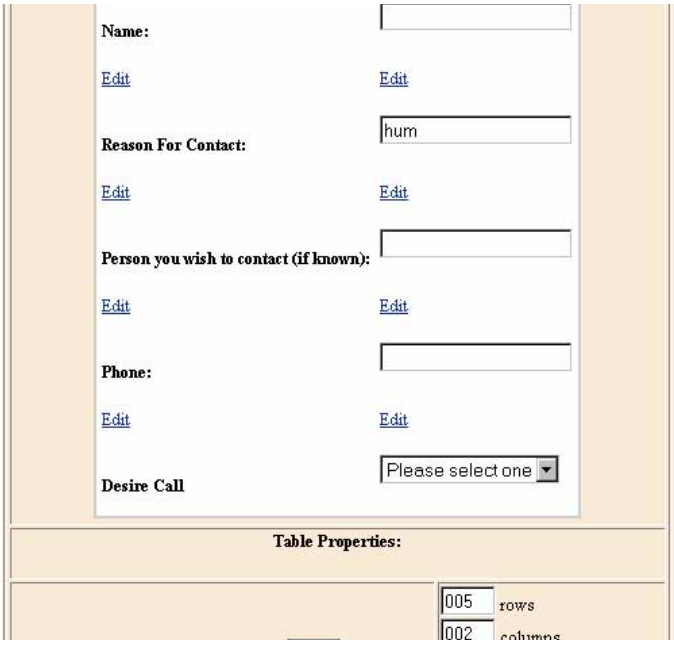
To add a new element to your form in the Table properties of your form element administration add as many new rows to the row field as needed and click on the “Update Table Properties” link.



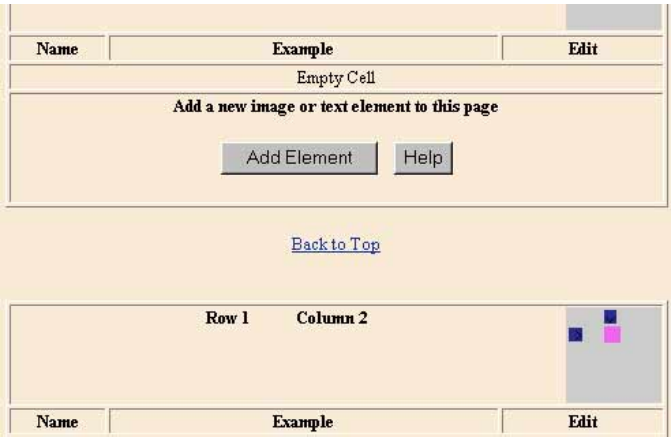
Your table will be refreshed with the new empty elements and new edit links. Click on the blue edit link next to the first empty element box you see.



You will be redirected to the cell that you have selected to modify. You can verify that this is a new element because the cell states Empty Cell. Click on the “Add Element” link underneath the empty cell.



You will be redirected to the Add Element Selection page. You will notice you have more options available to you now than before. If you are unfamiliar with some of the options contact our technical support office for an explanation and walk-through on how to use those element types.



Repeat the above steps as needed to complete your Submit by Email Form.

Developing your Product Catalog

The Webcenter website package includes a fully customizable online product catalog that can contain up to 2000 items!

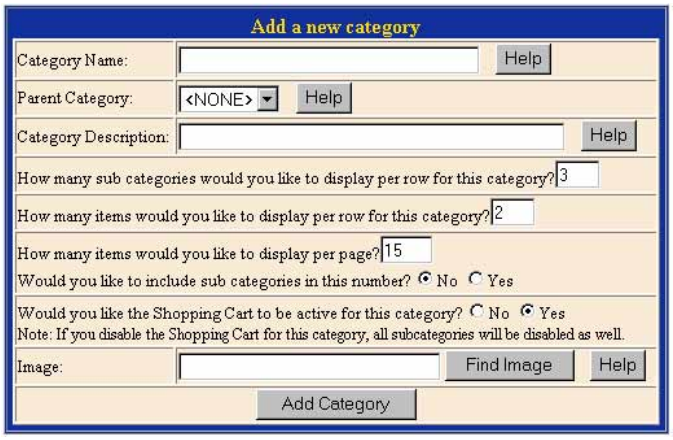
Go to the SHOPPING CART ADMINISTRATION PAGE. There are tabs at the top of your screen. Click on the tab for SHOPPING CART.

Click on ADD A CATEGORY. You will need to select a category name. Example: for business products they may contain several categories such as fax machines, copiers, scanners, etc.

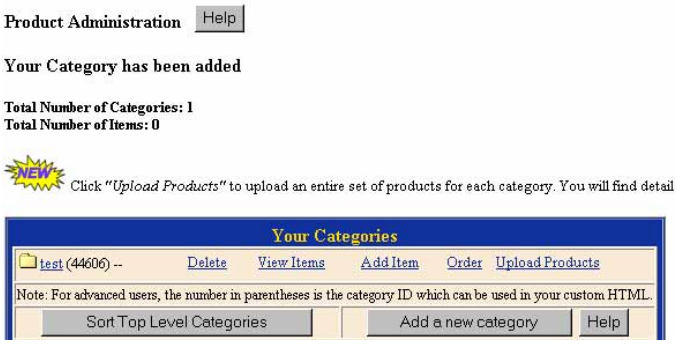
Fill in the information as requested: Category Name, Number of Sub categories,The number of products to display(per row, per page). Then decide if you would like to use an image for this category on your catalog page.

If you decide to use an image you must decide if you want the image to appear to the left, right, or above the text or product. Follow directions for changing images.

After you have finished filling out all of the text fields for this item click on Add Category.

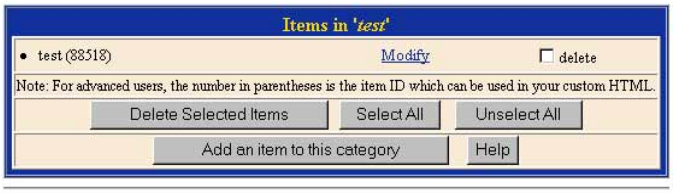


In the next step you will add items to your category. To do so click on the "add item" link next to the proper category's name. (i.e. to add an item to the Toyota's category click on the "add item" link next to Toyota).



Make sure to fill in all information you want displayed per item into these fields. The only price that you must use is the selling price. All others are optional to the user.

Once you have successfully added your item you will receive notification. Repeat the above steps as necessary for all your categories and items. To modify an item in your shopping cart click on the modify tab in the Items menu. Once you have completed your shopping cart click on the update site tab located at the top of your screen.



Product List Mass Upload Tool

The Product List Mass Upload Tool is a great new feature. It allows you to upload a full-preformatted product list. This feature will be more beneficial to you if you have a very large product list.

We will be using a tab-delimited format text file, because it is one of the most universal format.

Since there are so many formats it would be impossible to walk you through every single format. Please follow the steps below.

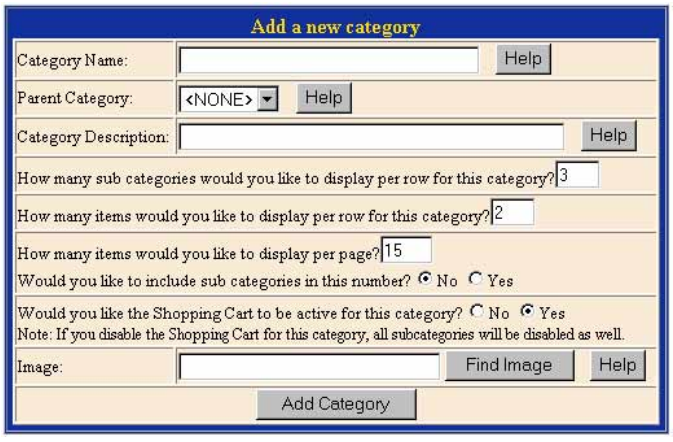
Here is a step-by-step procedure on how to use the Product List Mass Upload Tool.

Step 1: Click on the shopping cart or product list image.(see picture below)

Step 2: Click the “Add a new category” button to create a new category for the products you will be uploading.

Note: If you already have a category to upload products into you may bypass steps 2 & 3.

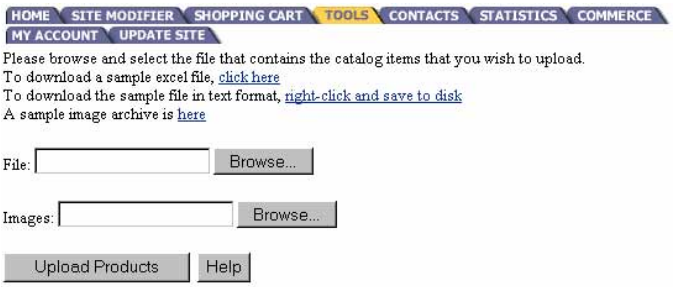
Step 3: Fill out your category information and click “Add Category” when complete.



Step 4: Click on the "Upload Products" link next to the category that you wish to upload products to

Step 5: Right click on "click here" link that's circled below and select the "Save target as" option. Save sample Excel file to your local drive.

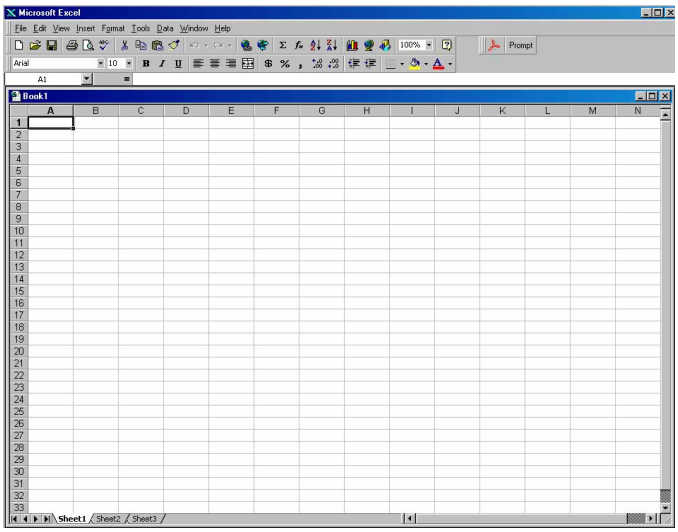
Note: If you already have your data pre-formatted to the acceptable format you may bypass steps 5 & 6.



Step 6: Click on the "here" link to download sample .zip image file.

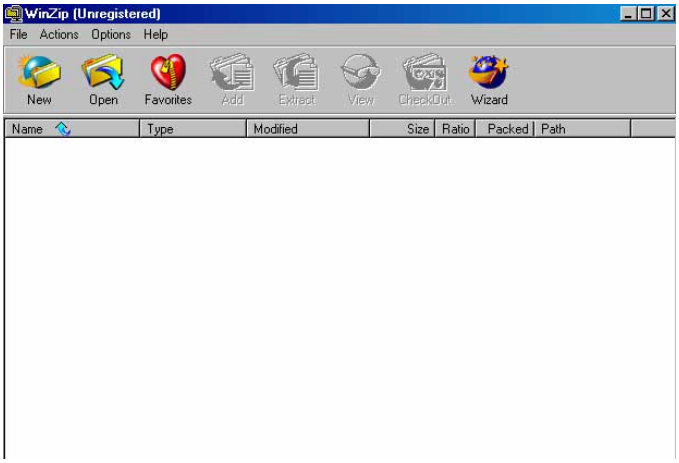
Step 7:

Open the sample Excel file to see how yoru data needs to be formatted.
Data from an existing database will need to be exported and saved in the tab-delimited format.
Data will need to be formatted in the exact same way it is in the sample.
Any extra data columns will need to be removed.
File names in the image name column must match the actual file name of image in the .zip file.
Once your data is completely formatted you will need to save the Excel file in the tab-delimited format.



Step 8 :In this step you must “zip” all the images that’s included in your text file above.
.Zip file can be created by dragging and dropping all images to be included in the upload into the Winzip window. Save the file and you are ready to upload.

Note: Any program that generates .zip formatted files will work for this step.



Step 9: Click on the "Browse" button to search local drive for the tab-delimited file to upload.

Click on the "Browse" button to search your local drive for .zip file to upload.

Once both files have been located you may click on the "Upload Products" button.

Step 10: You will receive a status screen once it is done uploading. Anything in red notates the data was not formatted correctly or there was an image missing from the .zip file.

Step 11: Check the list of uploaded products to ensure that it was done successfully.

Click "Update Site" when complete.

Click "View Site" to view your new product list.

Glossary of Terms This glossary will be updated frequently.

A

Applet
A small Java program that can be embedded in an HTML page. Applets differ from full-fledged Java applications in that they are not allowed to access certain resources on the local computer, such as files and serial devices (modems, printers, etc.), and are prohibited from communicating with most other computers across a network. The current rule is that an applet can only make an Internet connection to the computer from which the applet was sent.

C

CGI
(Common Gateway Interface) -- A set of rules that describe how a Web Server communicates with another piece of software on the same machine, and how the other piece of software (the "CGI program") talks to the web server. Any piece of software can be a CGI program if it handles input and output according to the CGI standard.
Usually a CGI program is a small program that takes data from a web server and does something with it, like putting the content of a form into an e-mail message, or turning the data into a database query. You can often see that a CGI program is being used by seeing "cgi-bin" in a URL, but not always.

CGI-BIN
The most common name of a directory on a web server in which CGI programs are stored. The "bin" part of "cgi-bin" is a shorthand version of "binary", because once upon a time, most programs were refered to as "binaries". In real life, most programs found in cgi-bin directories are text files -- scripts that are executed by binaries located elsewhere on the same machine.

Cookie
The most common meaning of "Cookie" on the Internet refers to a piece of information sent by a Web Server to a Web Browser that the Browser software is expected to save and to send back to the Server whenever the browser makes additional requests from the Server.
Depending on the type of Cookie used, and the Browser's settings, the Browser may accept or not accept the Cookie, and may save the Cookie for either a short time or a long time.
Cookies might contain information such as login or registration information, online "shopping cart" information, user preferences, etc.
When a Server receives a request from a Browser that includes a Cookie, the Server is able to use the information stored in the Cookie. For example, the Server might customize what is sent back to the user, or keep a log of particular user's requests.

Cookies are usually set to expire after a predetermined amount of time and are usually saved in memory until the Browser software is closed down, at which time they may be saved to disk if their "expire time" has not been reached.
Cookies do not read your hard drive and send your life story to the CIA, but they can be used to gather more information about a user than would be possible without them.

cache
Browsers such as Netscape and Microsoft Internet Explorer hold copies of recently visited web files, both HTML and binary files, in disk memory. This disk memory space is called the cache. It offers the advantage of much quicker loading when files are stored on disk than when they must be transferred from the web. The disadvantage is that it will sometimes show you an old version of a file from your disk when a newer one is available on the web. Some large Internet service providers also cache frequently visited sites and feed them to you from their own cache when you try to visit them.
You can set the size of the cache to meet the needs of your own system and the speed of your connection. You can also set how often your system will check back to see if there is a newer version. There is a definite trade-off between faster load times and the risk of seeing outdated material.
Usually, you can check for a newer version by using the Refresh or Reload selections in your browser. If something looks out of date, always try the Refresh or Reload before trying other things.
Sometimes files in cache can become corrupted and cause problems for your browser. When you have problems diagnosing freeze-ups where they didn't occur before, one of the easy solutions to try is to delete your cache and see if it solves the problems.

chat
A form of real-time electronic communications where participants type what they want to say, and it is repeated on the screens of all other participants in the same chat. Internet Relay Chat or IRC is an Internet protocol for chat, and there are many other chat systems in services like Delphi. Other commonly used chat systems are iChat and ICQ.

copy-and-paste, cut-and-paste
The technique of copying text from one location or file to another. If the text in the original location is deleted, it is called cut-and-paste. Whether cutting or copying, the process begins by positioning the cursor at one end of the text to be copied, and clicking and dragging to the other end to highlight the text. At this point, there are three common ways to cut or copy and then paste. Which ones work may vary by the software you are using.
Select Edit and then Copy or Cut from the pull-down menus in your software. Then position your cursor in the location you want to copy to, even if it is in a different window, and then select Edit and Paste.
Right click on the highlighted text and select Cut or Copy. Position the cursor in the location to be copied to, and right click and select Paste.
Press the Control key and the X key together to cut or Control and C to copy. Position the cursor and press Control and V to paste. With a Macintosh, substitute the Command key for the Control key.

D

Domain Name
The unique name that identifies an Internet site. Domain Names always have 2 or more parts, separated by dots. The part on the left is the most specific, and the part on the right is the most general. A given machine may have more than one Domain Name but a given Domain Name points to only one machine. For example, the domain names:

matisse.net
mail.matisse.net

workshop.matisse.net
can all refer to the same machine, but each domain name can refer to no more than one machine. Usually, all of the machines on a given Network will have the same thing as the right-hand portion of their Domain Names (matisse.net in the examples above). It is also possible for a Domain Name to exist but not be connected to an actual machine. This is often done so that a group or business can have an Internet e-mail address without having to establish a real Internet site. In these cases, some real Internet machine must handle the mail on behalf of the listed Domain Name.

Download
This is the process in which data is sent to your computer. Whenever you get information off the Internet, you are downloading it to your computer. For example, you might have to download an upgrade for your computer's operating system in order to play a new game (especially if you're using Windows). The opposite of this process, sending information to another computer, is called uploading.

E

E-mail
(Electronic Mail) -- Messages, usually text, sent from one person to another via computer. E-mail can also be sent automatically to a large number of addresses (Mailing List).

Elements

For website customers only. Elements refer to the different layers displayed on the website pages. Each layer is an element that can be used for text, images or java applets. Also your own html test can be implemented there.

F

FAQ
(Frequently Asked Questions) -- FAQs are documents that list and answer the most common questions on a particular subject. There are hundreds of FAQs on subjects as diverse as Pet Grooming and Cryptography. FAQs are usually written by people who have tired of answering the same question over and over.

Fire Wall
A combination of hardware and software that separates a LAN into two or more parts for security purposes.

FTP
(File Transfer Protocol) -- A very common method of moving files between two Internet sites. FTP is a special way to login to another Internet site for the purposes of retrieving and/or sending files. There are many Internet sites that have established publicly accessible repositories of material that can be obtained using FTP, by logging in using the account name anonymous, thus these sites are called anonymous ftp servers.

G

Gateway
The technical meaning is a hardware or software set-up that translates between two dissimilar protocols, for example Prodigy has a gateway that translates between its internal, proprietary e-mail format and Internet e-mail format. Another, sloppier meaning of gateway is to describe any mechanism for providing access to another system, e.g. AOL might be called a gateway to the Internet.

GIF
(Graphic Interchange Format) -- A common format for image files, especially suitable for images containing large areas of the same color. GIF format files of simple images are often smaller than the same file would be if stored in JPEG format, but GIF format does not store photographic images as well as JPEG.

Gigabyte
1000 or 1024 Megabytes, depending on who is measuring.

H

Hit
As used in reference to the World Wide Web, -hit- means a single request from a web browser for a single item from a web server; thus in order for a web browser to display a page that contains 3 graphics, 4 “hits” would occur at the server: 1 for the HTML page, and one for each of the 3 graphics.
-Hits- are often used as a very rough measure of load on a server, e.g. Our server has been getting 300,000 hits per month. Because each -hit- can represent anything from a request for a tiny document (or even a request for a missing document) all the way to a request that requires some significant extra processing (such as a complex search request), the actual load on a machine from 1 hit is almost impossible to define.

Home Page (or Homepage)
Several meanings. Originally, the web page that your browser is set to use when it starts up. The more common meaning refers to the main web page for a business, organization, person or simply the main page out of a collection of web pages, e.g. -Check out so-and-so’s new Home Page. Another sloppier use of the term refers to practically any web page as a homepage, e.g. That web site has 65 homepages and none of them are interesting.

Host
Any computer on a network that is a repository for services available to other computers on the network. It is quite common to have one host machine provide several services, such as WWW and USENET.

HTML
(HyperText Markup Language) -- The coding language used to create Hypertext documents for use on the World Wide Web. HTML looks a lot like old-fashioned typesetting code, where you surround a block of text with codes that indicate how it should appear, additionally, in HTML you can specify that a block of text, or a word, is linked to another file on the Internet. HTML files are meant to be viewed using a World Wide Web Client Program, such as Netscape or Mosaic.

HTTP
(HyperText Transfer Protocol) -- The protocol for moving hypertext files across the Internet. Requires a HTTP client program on one end, and an HTTP server program on the other end. HTTP is the most important protocol used in the World Wide Web (WWW). Hypertext Generally, any text that contains links to other documents - words or phrases in the document that can be chosen by a reader and which cause another document to be retrieved and displayed.

I

Internet
(Upper case I) The vast collection of inter-connected networks that all use the TCP/IP protocols and that evolved from the ARPANET of the late 60's and early 70's. The Internet now (July 1995) connects roughly 60,000 independent networks into a vast global internet.

internet
(Lower case i) Any time you connect 2 or more networks together, you have an internet - as in inter-national or inter-state.

Intranet
A private network inside a company or organization that uses the same kinds of software that you would find on the public Internet, but that is only for internal use. As the Internet has become more popular many of the tools used on the Internet are being used in private networks, for example, many companies have web servers that are available only to employees.
Note that an Intranet may not actually be an internet -- it may simply be a network. IP Number
(Internet Protocol Number) -- Sometimes called a dotted quad. A unique number consisting of 4 parts separated by dots, e.g.165.113.245.2
Every machine that is on the Internet has a unique IP number - if a machine does not have an IP number, it is not really on the Internet. Most machines also have one or more Domain Names that are easier for people to remember.

ISP
(Internet Service Provider) -- An institution that provides access to the Internet in some form, usually for money.

J

Java
Java is a network-oriented programming language invented by Sun Microsystems that is specifically designed for writing programs that can be safely downloaded to your computer through the Internet and immediately run without fear of viruses or other harm to your computer or files. Using small Java programs (called "Applets"), Web pages can include functions such as animations, calculators, and other fancy tricks.
We can expect to see a huge variety of features added to the Web using Java, since you can write a Java program to do almost anything a regular computer program can do, and then include that Java program in a Web page.

JavaScript
JavaScript is a programming language that is mostly used in web pages, usually to add features that make the web page more interactive. When JavaScript is included in an HTML file it relies upon the browser to interpret the JavaScript. When JavaScript is combined with Cascading Style Sheets (CSS), and later versions of HTML (4.0 and later) the result is often called DHTML. JavaScript was invented by Netscape and was going to be called "LiveScript", but the name was changed to JavaScript to cash in on the popularity of Java. JavaScript and Java are two different programming languages.

JPEG
(Joint Photographic Experts Group) -- JPEG is most commonly mentioned as a format for image files. JPEG format is preferred to the GIF format for photographic images as opposed to line art or simple logo art.

K

Kilobyte
A thousand bytes. Actually, usually 1024 (2^10) bytes.

L

LAN
(Local Area Network) -- A computer network limited to the immediate area, usually the same building or floor of a building.

Link
When you're browsing the Web and you see a highlighted and underlined word or phrase on a page, there's a good chance you're looking at a link. These friendly little guys allow you to "jump" to another web site,

another frame, or another part of the page you're currently viewing.

Login

Noun or a verb

Noun: The account name used to gain access to a computer system. Not a secret (contrast with Password).
Verb: The act of entering into a computer system, e.g. Login to the WELL and then go to the GBN conference.

M

Maillist
(or Mailing List) A (usually automated) system that allows people to send e-mail to one address, whereupon their message is copied and sent to all of the other subscribers to the maillist. In this way, people who have many different kinds of e-mail access can participate in discussions together.

Megabyte
A million bytes. Actually, technically, 1024 kilobytes.

N

NIC
(Networked Information Center) -- Generally, any office that handles information for a network. The most famous of these on the Internet is the InterNIC, which is where new domain names are registered.
Another definition: NIC also refers to Network Interface Card which plugs into a computer and adapts the network interface to the appropriate standard. ISA, PCI, and PCMCIA cards are all examples of NICs.

P

Packet Switching
The method used to move data around on the Internet. In packet switching, all the data coming out of a machine is broken up into chunks, each chunk has the address of where it came from and where it is going. This enables chunks of data from many different sources to co-mingle on the same lines, and be sorted and directed to different routes by special machines along the way. This way many people can use the same lines at the same time.

Password
A code used to gain access to a locked system. Good passwords contain letters and non-letters and are not simple combinations such as virtue7.

Plug-in
A (usually small) piece of software that adds features to a larger piece of software. Common examples are plug-ins for the Netscape® browser and web server. Adobe Photoshop® also uses plug-ins.

POP
(Point of Presence, also Post Office Protocol) -- Two commonly used meanings: Point of Presence and Post Office Protocol. A Point of Presence usually means a city or location where a network can be connected to, often with dial up phone lines. So if an Internet company says they will soon have a POP in Belgrade, it means that they will soon have a local phone number in Belgrade and/or a place where leased lines can connect to their network. A second meaning, Post Office Protocol refers to the way e-mail software such as Eudora gets mail from a mail server. When you obtain a SLIP, PPP, or shell account you almost always get a POP account with it, and it is this POP account that you tell your e-mail software to use to get your mail.

Port
3 meanings. First and most generally, a place where information goes into or out of a computer, or both. E.g. the serial port on a personal computer is where a modem would be connected.
On the Internet port often refers to a number that is part of a URL, appearing after a colon (:) right after the domain name. Every service on an Internet server listens on a particular port number on that server. Most services have standard port numbers, e.g. Web servers normally listen on port 80. Services can also listen on non-standard ports, in which case the port number must be specified in a URL when accessing the server, so you might see a URL of the form: gopher://peg.cwis.uci.edu:7000/shows a gopher server running on a non-standard port (the standard gopher port is 70).
Finally, port also refers to translating a piece of software to bring it from one type of computer system to another, e.g. to translate a Windows program so that is will run on a Macintosh.

PNG
Stands for “Portable Network Graphic.” (No, it’s not the same thing as the previous definition.) PNG is a file format designed primarily to replace the older GIF format (which has had some copyright issues limiting its use). PNG files, which are lossless (meaning they don’t lose any detail when they are compressed) support up to 48-bit truecolor or 16-bit grayscale and typically compress about 5% to 25% better than GIF files. However, they do not support animations like GIFs do. A format similar to PNG, called MNG, is currently under development, and should support animations.

Portal
Usually used as a marketing term to described a Web site that is or is intended to be the first place people see when using the Web. Typically a “Portal site” has a catalog of web sites, a search engine, or both. A Portal site may also offer email and other service to entice people to use that site as their main “point of entry” (hence “portal”) to the Web.

Posting
A single message entered into a network communications system.
E.g. A single message posted to a newsgroup or message board.

PPP
(Point to Point Protocol) -- Most well known as a protocol that allows a computer to use a regular telephone line and a modem to make TCP/IP connections and thus be really and truly on the Internet.

S

Security Certificate
A chunk of information (often stored as a text file) that is used by the SSL protocol to establish a secure connection.
Security Certificates contain information about who it belongs to, who it was issued by, a unique serial number or other unique identification, valid dates, and an encrypted "fingerprint" that can be used to verify the contents of the certificate.
In order for an SSL connection to be created both sides must have a valid Security Certificate.

Server
A computer, or a software package, that provides a specific kind of service to client software running on other computers. The term can refer to a particular piece of software, such as a WWW server, or to the machine on which the software is running, e.g.Our mail server is down today, that's why e-mail isn't getting out. A single server machine could have several different server software packages running on it, thus providing many different servers to clients on the network.

SMDS
(Switched Multimegabit Data Service) -- A new standard for very high-speed data transfer.

SMTP
(Simple Mail Transfer Protocol) -- The main protocol used to send electronic mail on the Internet.
SMTP consists of a set of rules for how a program sending mail and a program receiving mail should interact.
Almost all Internet email is sent and received by clients and servers using SMTP, thus if one wanted to set up an email server on the Internet one would look for email server software that supports SMTP.>

SNMP
(Simple Network Management Protocol) -- A set of standards for communication with devices connected to a TCP/IP network. Examples of these devices include routers, hubs, and switches. A device is said to be "SNMP compatible" if it can be monitored and/or controlled using SNMP messages. SNMP messages are known as "PDU's" - Protocol Data Units.
Devices that are SNMP compatible contain SNMP "agent" software to receive, send, and act upon SNMP

messages.
Software for managing devices via SNMP are available for every kind of commonly used computer and are often bundled along with the device they are designed to manage. Some SNMP software is designed to handle a wide variety of devices.

Spam (or Spamming)
An inappropriate attempt to use a mailing list, or USENET or other networked communications facility as if it was a broadcast medium (which it is not) by sending the same message to a large number of people who didn't ask for it. The term probably comes from a famous Monty Python skit which featured the word spam repeated over and over. The term may also have come from someone's low opinion of the food product with the same name, which is generally perceived as a generic content-free waste of resources. (Spam is a registered trademark of Hormel Corporation, for its processed meat product.)
E.g. Mary spammed 50 USENET groups by posting the same message to each.

SQL
(Structured Query Language) -- A specialized programming language for sending queries to databases. Most industrial-strength and many smaller database applications can be addressed using SQL. Each specific application will have its own version of SQL implementing features unique to that application, but all SQL-capable databases support a common subset of SQL.

SSL
(Secure Sockets Layer) -- A protocol designed by Netscape Communications to enable encrypted, authenticated communications across the Internet.
SSL used mostly (but not exclusively) in communications between web browsers and web servers. URL's that begin with "https" indicate that an SSL connection will be used.
SSL provides 3 important things: Privacy, Authentication, and Message Integrity. In an SSL connection each side of the connection must have a Security Certificate, which each side's software sends to the other. Each side then encrypts what it sends using information from both its own and the other side's Certificate, ensuring that only the intended recipient can de-crypt it, and that the other side can be sure the data came from the place it claims to have come from, and that the message has not been tampered with.

U

Upload
If downloading is receiving a file from another computer, uploading is the exact opposite. It is sending a file from your computer to another one. Pretty straight forward. It is possible to both upload and download at the same time, but it may cause slower transfer speeds if you have a low bandwidth connection. Because most files are located on huge ftp servers, people generally do a lot more downloading than uploading.

URL
(Uniform Resource Locator) -- The standard way to give the address of any resource on the Internet that is part of the World Wide Web (WWW). A URL looks like this:

http://www.matisse.net/seminars.html
or telnet://well.sf.ca.us
or news: new.newusers.questions etc.
The most common way to use a URL is to enter into a WWW browser program, such as Netscape, or Lynx.

W

WAN
(Wide Area Network) -- Any internet or network that covers an area larger than a single building or campus.

Web
See: WWW

WWW
(World Wide Web) -- Frequently used (incorrectly) when referring to “The Internet”, WWW has two major meanings - First, loosely used: the whole constellation of resources that can be accessed using Gopher, FTP, HTTP, telnet, USENET, WAIS and some other tools. Second, the universe of hypertext servers (HTTP servers) which are the servers that allow text, graphics, sound files, etc. to be mixed together.