OutsideView Users Guide

Crystal Point

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# Table of Contents

**OutsideView Users Guide** 5

Configuring OutsideView .................................................. 6
  Session and Workspace Overview ........................................ 6
  Creating New Sessions .................................................. 7
  Session Settings ......................................................... 8
    Session Tab ............................................................... 9
    Terminal Types ......................................................... 9
    I/O Methods ............................................................ 9
  Emulation Tab ............................................................ 11
  IO Tab ........................................................................ 12
    Async I/O .................................................................. 12
    TCP/IP I/O ............................................................. 13
    TAPI I/O .................................................................. 13
  Environment Variables .................................................. 15
  Protocol Tab .............................................................. 16
  Display Tab .................................................................. 17
    Font Sizing .............................................................. 17
    Blinking Text .......................................................... 17
    Fonts ........................................................................ 17
    Text Selection ........................................................ 18
    Underlining Enabled ................................................ 18
    Cursor Shape .......................................................... 18
  Colors Tab .................................................................. 19
  Keyboard Map Tab ....................................................... 20
    Keyboard Maps ........................................................ 20
  Capture Tab .................................................................. 21
    Log Incoming .......................................................... 21
    Diagnostic Trace ..................................................... 21
  Toolbars Tab .................................................................. 22
  Session Caption .......................................................... 23
  Workspaces .................................................................. 24
  Keyboard Mapping ....................................................... 25
    About Keyboard Mapping .......................................... 25
    Mapping Terminal Functions .................................... 27
    Mapping Macros ..................................................... 28
    Mapping Key Sequences .......................................... 29
  Toolbars ........................................................................ 30
    Toolbar Overview ................................................... 30
    Creating Custom Toolbars ....................................... 31
      ToolTips ................................................................. 33
      Cool Look ................................................................ 34
      Macro Toolbar ....................................................... 35
  Defaults .......................................................................... 37
    Session Defaults ....................................................... 37
    Workspace Defaults ................................................ 38
    Application Settings ............................................... 39
      Directories Tab ..................................................... 40
      Settings Tab ........................................................ 41
  Security .......................................................................... 42
    Security Overview .................................................... 42
    Server Authentication ................................................ 43
    Importing Root CA Certificates .................................. 45
    OCSP Certificate Validation ..................................... 47
<table>
<thead>
<tr>
<th>Command</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>RMDIR</td>
<td>82</td>
</tr>
<tr>
<td>CD</td>
<td>82</td>
</tr>
<tr>
<td>LDIR</td>
<td>82</td>
</tr>
<tr>
<td>OVERWRITE</td>
<td>83</td>
</tr>
<tr>
<td>STOR</td>
<td>83</td>
</tr>
<tr>
<td>CDUP</td>
<td>83</td>
</tr>
<tr>
<td>LIST</td>
<td>83</td>
</tr>
<tr>
<td>PASS</td>
<td>84</td>
</tr>
<tr>
<td>SYST</td>
<td>84</td>
</tr>
<tr>
<td>CLOSE</td>
<td>84</td>
</tr>
<tr>
<td>LPWD</td>
<td>84</td>
</tr>
<tr>
<td>PUT</td>
<td>84</td>
</tr>
<tr>
<td>USER</td>
<td>85</td>
</tr>
<tr>
<td>CONNECT</td>
<td>85</td>
</tr>
<tr>
<td>LS</td>
<td>85</td>
</tr>
<tr>
<td>PWD</td>
<td>86</td>
</tr>
<tr>
<td>CWD</td>
<td>86</td>
</tr>
<tr>
<td>LLS</td>
<td>86</td>
</tr>
<tr>
<td>QUIT</td>
<td>86</td>
</tr>
<tr>
<td>DEL</td>
<td>87</td>
</tr>
<tr>
<td>MDK</td>
<td>87</td>
</tr>
<tr>
<td>QUOTE</td>
<td>87</td>
</tr>
<tr>
<td>IXF</td>
<td>88</td>
</tr>
<tr>
<td>IXF Receive</td>
<td>88</td>
</tr>
<tr>
<td>IXF Send</td>
<td>90</td>
</tr>
<tr>
<td>Macros</td>
<td>92</td>
</tr>
<tr>
<td>Macro Editor</td>
<td>92</td>
</tr>
<tr>
<td>Running Macros</td>
<td>93</td>
</tr>
<tr>
<td>View Macro Status</td>
<td>94</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>95</td>
</tr>
<tr>
<td>Recovering Unavailable Components</td>
<td>95</td>
</tr>
<tr>
<td>Diagnostic Traces</td>
<td>96</td>
</tr>
<tr>
<td>Contacting Support</td>
<td>97</td>
</tr>
<tr>
<td>Session Message Log</td>
<td>98</td>
</tr>
<tr>
<td>Application Message Log</td>
<td>99</td>
</tr>
</tbody>
</table>
Welcome to the OutsideView Users Guide. The purpose of this guide is to provide assistance on configuring and using OutsideView.

- A good starting point for learning to use OutsideView is the OutsideView User Interface Overview.

- To create a new terminal emulation session to your host system, see the Creating New Sessions topic.

- For an overview on OutsideView terminal emulation sessions and workspaces, see the Session and Workspace Overview topic.

For detailed instructions on installing OutsideView to your PC or deployment and administration of OutsideView across your enterprise, please see the System Administrators Guide.

For assistance creating or editing macros, please refer to the Visual CommBASIC Reference.
Configuring OutsideView

Session and Workspace Overview

An OutsideView session presents a terminal emulation window to a host system. Through this window, you will be able to interact with the host files and applications in an identical manner as you would with a terminal. OutsideView also delivers many of the features you would expect of standard, Windows applications such as copy/paste and graphical toolbars.

OutsideView displays session windows as MDI (Multiple Document Interface) child windows allowing you to open and connect several, simultaneous terminal emulation sessions to various hosts within a single instance of the OutsideView application. You may, for example, open a session to your NonStop system in one window, another session to the same host in another window, an IBM system in another MDI child window and yet another session to a UNIX system in a third child window.

An OutsideView workspace defines a collection of sessions and how they are organized within the OutsideView application. The sessions described above could be organized on the screen to best suit the needs of the user and saved as a workspace. Opening that single workspace would automatically open the associated sessions exactly as they were saved and connect to their hosts.

Click here for instructions on the creation and editing of OutsideView sessions.

Click here for instructions on saving and managing OutsideView workspaces.
Creating New Sessions

To create a new session to a host system, the minimum parameters to be defined are the emulation type and connectivity parameters. Once a host session has been established, you may customize the session to better suit your needs (with custom toolbars, colors, keyboard mappings, etc.) through the Session Settings dialog.

To create a new session:

1. Select File/New Session… or click on the New Session toolbar button.
2. The Session Settings dialog will open.
3. Define the emulation type.
   - Tandem for NonStop hosts
   - TN3270 or TN5250 for IBM hosts
   - VT320 or Wyse 50 for UNIX hosts

   *Note: If you are uncertain about the required emulation type, contact your host system administrator.*

4. Define the I/O type. The most commonly used I/O methods are:
   - TCP/IP: For hosts connected over a network
   - ASYNC: For modem or direct RS-232 connections to the host
     -or-
   - TAPI: For modem connections to the host.

5. Click OK
6. The I/O tab for the selected I/O method will display. Enter the parameters required for that I/O method.
7. Click OK. A session should open and connect to the host.
8. Save the session by selecting File/Save Session As…
9. Define the session file name as something meaningful (e.g. NSKDev.cps) and click OK.

Once your new session has been successfully connected, you can include this session in a Workspace.
Session Settings

The Session Settings dialog box allows you to specify all configuration parameters for a host session. The Session Settings dialog may be accessed by:

- Selecting File: New Session… (to create a new session file)
- Selecting Session: Session Settings… (to edit the settings for the currently active session)
- Accessing the context menu (right click on the active session) then selecting Session Settings
- Clicking on the Session Settings toolbar button

The session configuration parameters are grouped into nine categories accessed via their icon in the Category column.

- Session
- Emulation
- I/O
- Protocol
- Display
- Colors
- Keyboard Map
- Capture
- Toolbars
Session Tab

The Session tab is the topmost tab as the Emulation, I/O and Protocol selections at this level will determine the available options in those categories.

![Session Settings Window]

**Emulation:** The terminal type required

**Terminal Types**

The terminal types supported by OutsideView are:

- Tandem
- TN3270
- TN5250
- TTY
- VT320
- and
- Wyse 50

**I/O:** The connectivity method to the host

**I/O Methods**

The connectivity methods supported by OutsideView are:

- Async
- IPX/SPX
Protocol: The protocol applied (either Telnet or none)

Startup Macro: A Visual CommBasic macro to be executed when the session begins 

Macro Issues Connect: The session remains unconnected until the macro issues a connect command.

Run macro on Reconnect: The macro will be re-executed on every reconnect

Selected Language: Determines keyboard mapping and the ANSI code page that will be used by default. For a detailed description of national character set support in OutsideView, click here.

Enable Menu Keys:

Mnemonics:

On: Any alt+key combination is processed by Windows (e.g. alt+f expands the File menu).

Off: (default) Any alt+key combination is sent to the host.

Shortcuts:

On: Any Ctrl+key combination is processed by Windows (e.g. Ctrl+c will cop selected text).

Off: Any Ctrl+key combination is sent to the host.

Host File Encoding:

OEM: Host files are in OEM code pages

ANSI: Host files are in ANSI code pages

For a detailed description of national character set support in OutsideView, click here.
Emulation Tab

The Emulation tab allows definition of all parameters relating to the terminal type chosen in the Session tab. See your host system administrator if assistance is required for these settings.
IO Tab

The I/O tab allows definition of parameters for the I/O method chosen in the Session tab.

Async: For RS-232 connections from a PC COM port to the host or via modems

TAPI: For modem connections using the TAPI protocol

TCP/IP: For connections using TCP networks.

IPX/SPX: For connections over Novell networks

Multilan: For connections to legacy multilan servers

See the Environment Variables topic for instructions on how Windows environment variables may be used to define I/O parameters.

Async I/O

Async I/O may be used for direct connectivity between a PC COM port and an RS-232 port on the host or for modem access. The Async tab allows definition of all COM port settings. These settings must be compatible with PC hardware and match those of the target. If this I/O method is being used for modem connectivity, the settings must match those expected by the modem. The modem port settings can be accessed through the Windows Control Panel.

The Advanced tab allows selection of target (host or modem) and definition of modem initialization strings and dial numbers. If Modem is selected as the target, a modem reset ("ATZ") is sent followed by the defined initialization string (default is "AT&C1&D2") then "ATDT" and the dial number.
TCP/IP I/O

TCP/IP is the most common network protocol and OutsideView supports this connectivity for all emulation types.

Enter the host DNS name or IP address followed by a space and the port number. If no port number is defined, the default telnet port of 23 is assumed.

The Wait timeout parameter allows definition of the period to wait for connection. The status of the connection attempt is shown in the OutsideView status bar.

If the Auto Reconnect box is checked, OutsideView will attempt to reconnect a session if the host issues a disconnect.

If the Support Keep-alive box is checked, OutsideView will periodically send an empty message to the host during periods of inactivity.

If the Encrypt datastream using SSL check box is checked, OutsideView will attempt an SSL/TLS connection to the host. The host or proxy defined in the Host name or IP address… field must support this protocol if a connection is to be established.

Checking the Invoke Service/Logon Script will cause an attempt to launch the host service or script defined in the edit field.

TAPI I/O

The TAPI I/O method is the most simple means to connect to a host using modems.

*Note: TAPI I/O is not supported under Windows 98 or ME. Your modem must be properly configured through Control Panel to use the TAPI I/O method.*
To connect to a remote modem using TAPI I/O, simply enter the area code and telephone number of the remote modem and click OK.

It may be necessary to adjust the dialing properties for the current location. Clicking on the "Dialing Properties..." button will open the Windows Phone and Modem Options dialog allowing definition of dialing properties or creating new locations.
Environment Variables

Some fields within the I/O Setting page also accept environment variables, depending on the method selected:

- TCP/IP: host name, service/script name
- IPX/SPX: host address, service/script name
- Async: dial number
- MultiLan, Dynamic Mode: host, resource, startup service, remote process login
- MultiLan, Static Mode: window name

Values for environment variables are stored in the autoexec.bat for Windows 98 and in the Control Panel, System folder, Environment tab for more current Windows versions. If you do not know how to set values for environment variables, refer to the Help for your particular operating system for the proper procedure.

Spaces are not ignored in environment variables. "HOST = k1000" will set the value of "HOST" to "k1000"; the space is included in the variable's value. Including extra spaces can cause connection attempts to non-existent hosts.

The TCP/IP Hostname field is particularly sensitive to extra spaces, as characters before the space are considered to be the host name and characters after the space are considered to be the port designation.

Environment variable substitution is most useful in an enterprise installation where each client PC is assigned to a specific pool of ports, windows, etc. These clients can share one common profile server and one session settings file using an environment variable. The system administrator then pushes the settings of this environment variable out to the clients (perhaps using SMS) to define the port that each client PC should use.

Example

- A particular user is supposed to connect to the host named "K1000" on port 1023.

  If the environment variable HOST was defined to have the substitution value of "k1000" for a particular user, the session could have the following string for the host name in the TCP/IP I/O settings dialog box: %HOST% 1023

  Multiple environment variables, if specified, can be used in the string. If PORT was another variable with the value "1023", then the host name string could be: %HOST% %PORT%
Protocol Tab

The Protocol tab allows definition of all parameters relating to the telnet protocol.

In most cases the only parameter which should be changed is "Allow Negotiation of Line Mode". Line mode is a proprietary form of Telnet used by Tandem terminals - TN6530 (also known as line mode).

Standard Telnet is a character at a time protocol; each keystroke travels to the host independently. Bottom-line is that Telnet is a faster protocol – but does not do as well with type-ahead, and shouldn’t be used when data is being entered during conversational mode. The Allow Negotiation of Line Mode option must be selected to fully support the use of Microsoft’s IME tool in conversation mode. IME may be necessary when working with multi-byte characters in conversational mode.

TN6530 uses local buffering and error-checking routines. This makes it more reliable, but slower. Bottom line here is that you should use TN6530 (AKA Line mode) for better type-ahead support, don’t mind a slight hit in performance, or if you do any form of data entry within conversational mode.
Display Tab

The Display tab allows definition of all parameters affecting font and cursor types and display as well as text selection behavior.

Font Sizing

There are several ways to set the font size used to display text within a session window:

Sizing Methods

- **Fixed Size**: Uses the font size specified on the Session Properties Display tab, regardless of the size or shape of the session window. The entire session screen may not fit within the session window.

- **Auto Fit**: Automatically sizes the font so the entire session screen fits within the session window, regardless of the size or shape of the session window.

- **Best Fit**: An option with the AutoFit mode, Best Fit will fit the session display within the window, and may insert pixels between characters to justify the display. This may affect graphics applications that require adjacent characters to touch for best effect. If you use applications that display graphics (such as boxes around menus, etc.), you may not want to use this option.

Blinking Text

Allow or disallow blinking text (defined in character attributes from host).

Fonts

All fixed pitch fonts on the local system are available. Checking the Bold option will display all characters in bold. An example of the selected font and bold option is shown in the Sample box.
Text Selection

Text may be selected on either a line-by-line basis (line) or as a rectangular selection (block).

Underlining Enabled

If selected, character streams from the host with the underline attribute will be displayed underlined.

Cursor Shape

The cursor may be displayed as a block, an underscore or as a vertical bar.
Colors Tab

The Colors tab allows definition of the mapping of character attributes to display colors and saving of those mappings as color schemes (*.cpc).

To change the mapping of character attributes to display colors:

*Note: Your system administrator has the option of limiting OutsideView’s available features. If this menu item is disabled, you do not have access to this feature.*

1. Place the desired session in focus by clicking the session window, clicking that session’s shortcut icon in the Shortcut Bar, or by selecting it from the Window menu.

2. Click the Session Color Settings button on the toolbar, or select Session: Session Settings from the menu.

3. Click the Colors category on the Session Settings dialog box.

4. Click the appropriate button to select either the Foreground or Background option. The foreground color is the text and the background color is the screen.

5. Click the desired color.

6. Click on the text attribute to apply your selected color. The possible text attribute combinations are shown in the list on the right.

7. For example, if you change the color of Blinking Underlined Dim to pink, then all text sent to this session’s screen as dimmed, underlined, and blinking will also be pink.

8. If the particular text attribute you want to change isn’t immediately visible, use the scrollbar on the right to scroll down to additional combinations.

9. If you decide that you don’t like your changes after all, you can click Reload to discard your changes and reload the last-saved setting of the current color scheme. You can also use the drop-down list to select another scheme to apply.

10. When you have set the colors as desired you may (optionally) save this new mapping as a color scheme file (*.cpc) for application to other sessions. Click OK to close this window and apply your changes.
Keyboard Map Tab

The Keyboard Map tab allows creation of new keyboard map files, or assigning an existing keyboard map to the current session. See the Keyboard Mapping topic for instructions on creating or editing keyboard map files.

Keyboard Maps

A keyboard map defines the mapping of keyboard character combinations (e.g. Ctrl+p) to terminal functions (e.g. Print), macros or key sequences. These mappings are saved in keyboard map files with the extension .cpm.
Capture Tab

The Capture Tab allows configuration of session logging and creation of diagnostic traces.

Log Incoming

The Log Incoming feature of OutsideView provides the capability to log the session data to either a file or a printer.

Note that data is logged as it is received: raw and unformatted. This means that formatted screens, such as Tandem block mode applications, will not appear in the log as they do on the session display.

If any errors occur opening a trace or log file, or opening and writing to a save file, then an error box is displayed describing the error and the trace file or log file setting is turned off automatically.

Data logging automatically stops when you close the session that is being logged and does not automatically restart if you reopen the session.

To Enable or Disable Data Logging

1. Place the desired session in focus by clicking the session window, clicking the icon in the Shortcut Bar, or by selecting it from the Window menu.

   Either:

2. Use the File: Log Incoming menu command, and then select either To File or To Printer or

3. Access the Session Settings dialog (Session: Session Settings), click the Capture category

   Set the desired Log Incoming option: Log to File or Log to Printer.

   If you select Log to File, specify a file name and whether you want control codes to be included in the log. Then click OK.

   When you want to stop logging session data, simply repeat these steps and deselect the Log To option that you selected previously.

   Logged session data saves to the Capture folder by default; you can specify an alternate location if you wish. That alternate location will become the default location until you close that session.

Diagnostic Trace

Please see the Diagnostic Traces topic for instructions on creating a trace file.
Toolbars Tab

The Toolbars tab allows selection of pre-defined toolbars to be displayed with the session. Once a toolbar has been selected, it may be floating or docked to the left, right, top or bottom of the OutsideView application frame. The session file must be saved to retain the binding of the toolbar to the session.

Please see the Creating Custom Toolbars topic for instructions on creating new toolbars.
Session Caption

By default, OutsideView will use the name of the session file (e.g. "MyHost") as the caption for the session window. You may open several concurrent sessions with a single session file, but all sessions will have the same caption. To ease identification of multiple sessions using the same session file, you may define a new, temporary caption for each session.

To define a session caption:

1. Select Session/Edit Session Caption…
2. Enter a new session caption and click OK.

*Note: Session captions defined in this manner are temporary and will not be retained after the session is closed.*
Workspaces

An OutsideView workspace defines a collection of sessions and how they are organized within the OutsideView application. You can organize your sessions to best suit your work requirements and save them as a workspace. To quickly re-open those sessions organized just the way you want them, just open the workspace.

Sessions within a Workspace can be made active by clicking on their icon in the Shortcut Bar. A session may be retained within a Workspace if the session is not to be displayed but must be quickly accessible.

The Workspace Defaults allows definition of a startup macro to be executed when a workspace is opened and the text to be shown in the workspace window. To access the Workspace Defaults dialog, select Edit/Workspace Settings…

To save a workspace:

1. Open all sessions you wish to be part of the workspace and organize them to best suit your needs.
2. Select File/Save Workspace As… to open the save dialog.
3. Enter a meaningful name for your workspace (e.g. MyHosts.cpw).
4. Click OK.

To open a saved workspace:

1. Select File/Open Workspace….
2. The Open Workspace dialog opens displaying all saved workspaces. Select the desired workspace and click Open.

All the sessions defined in the workspace to be displayed open in the locations where they were saved. Retained sessions do not open but are available for immediate access in the Shortcut Bar.
Keyboard Mapping

About Keyboard Mapping

Keyboard mapping allows you to map keyboard character combinations (e.g. Ctrl+p) to terminal functions (e.g. Print), macros or key sequences. These mappings are saved in keyboard map files with the extension .cpm and may be assigned to any session. Keyboard maps are created and edited through the Key Mapper and Mapped Keys dialogs when accessed through the Keyboard Map tab of Session Settings or by pressing the Key Mapper tool bar button.

To create a new keyboard map:

1. Access the Keyboard Map tab in the Session Settings dialog.
2. Click New. The currently selected map will be used as a template. At this point you can: map key combinations to:
   - Terminal Functions
   - Macros
   - Key Sequences
3. After your edits are complete, select File/Save As… in the Key Mapper to create a new keyboard map file.

   To edit an existing keyboard map:

   1. Access the Keyboard Map tab in the Session Settings dialog.
   2. Select an existing map and click Edit.
   3. After your edits are complete, select File/Save in the Key Mapper.

   Note: *The default keyboard mapping cannot be changed.*

**Deleting Mappings**

- To delete a mapping, select the desired mapping in the Mapped Keys diagram and press the Delete key. The default key map itself can not be deleted or overwritten.

- If you delete the customized key mapping that you are currently using, the session will automatically switch to the default key mapping.

**Keys That Cannot Be Mapped**

- If you attempt to map a key or key combination that is already mapped, an error message displays. The Key Mapper changes its display to show you the current key/combination mapping. Delete the unwanted mapping, then map the desired mapping.

- The backslash (\) key and the forward slash key (/) on the main keyboard cannot be mapped, but the slash key on the numeric keypad can be used in mapping combinations. The numeric slash will not display in the Keys Pressed field while dragging, but will be correctly used in the mapping.

If you want to see which keyboard mappings are already in place for an active session, you can click View/Keyboard Map for a quick read-only view. The only options available on the menu will be Print and Exit, and you will not be able to map any keys.
Mapping Terminal Functions

To map a Terminal Function to a key combination:

1. Access the Keyboard Map tab in the Session Settings dialog.

2. Select a key map to edit and click Edit or click New to create a new map.

3. In the Mapped Keys dialog, select the Function tab to view available terminal functions.

   **NOTE:** You may check existing key mappings by clicking on the + symbol for a function.

4. In the Key Mapper dialog, click and drag the key icon to be mapped to the target function within the Mapped Keys dialog. If a key modifier is to be applied, press the modifier keys (Ctrl, Alt or Shift) on the physical keyboard prior to clicking on the key in the Key Mapper.

   **Note:** If the selected key is already mapped, the Mapped Keys dialog window will switch highlighting onto the function already mapped to that key. If you choose, you may delete that key mapping so that the selected key can be mapped to the purpose you prefer.

5. After your edits are complete, select File/Save in the Key Mapper to save an existing map file or File/Save As... to create a new map file.
Mapping Macros

To map a Visual CommBASIC macro to a key combination:

1. Access the Keyboard Map tab in the Session Settings dialog.

2. Select a key map to edit and click Edit or click New to create a new map.

3. In the Mapped Keys dialog, select the Macro tab to view available macros.

4. In the Key Mapper dialog, click and drag the key icon to be mapped to the target macro within the Mapped Keys dialog. If a key modifier is to be applied, press the modifier keys (Ctrl, Alt or Shift) on the physical keyboard prior to clicking on the key in the Key Mapper.

   Note: If the selected key is already mapped, the Mapped Keys dialog window will switch highlighting onto the macro already mapped to that key. If you choose, you may delete that key mapping so that the selected key can be mapped to the purpose you prefer.

5. After your edits are complete, select File/Save in the Key Mapper to save an existing map file or File/Save As… to create a new map file.
Mapping Key Sequences

Mapped key sequences are a great time-saver. You can map frequently-entered data, long commands, or escape sequences for special functions to a single key.

To Map a Key Sequence

1. Access the Keyboard Map tab in the Session Settings dialog.
2. Select a key map to edit and click Edit or click New to create a new map.
3. In the Mapped Keys dialog, select the Sequence tab to view available Sequences.
4. To create a new sequence, on the Key Mapper dialog, enter the desired text string in the Key Sequence edit field. To enter control or escape characters, use the format \nnn where nnn is the three digit decimal ASCII code for the desired character.
5. Drag the Seq# button to the left of the edit field to the Mapped Keys dialog box. It is added to the list of key sequences.
6. In the Key Mapper dialog, click and drag the key to be mapped to the target sequence within the Mapped Keys dialog. If a key modifier is to be applied, press the modifier keys (Ctrl, Alt or Shift) on the physical keyboard prior to clicking on the key in the Key Mapper.

Note: If the selected key is already mapped, the Mapped Keys dialog window will switch highlighting onto the sequence already mapped to that key. If you choose, you may delete that key mapping so that the selected key can be mapped to the purpose you prefer.

7. After your edits are complete, select File/Save in the Key Mapper to save an existing map file or File/Save As… to create a new map file.
Toolbars

**Toolbar Overview**

OutsideView toolbars provide a quick way of performing common tasks (e.g. copying and pasting text), sending function keys to the host (e.g. Shift F16) or executing macros. New sessions will, by default, display three toolbars; Main, FKey, and ShiftFKey. You can create additional toolbars as desired. For each session, you can choose to display or not display any of the available toolbars, including user-created toolbars. Each of your sessions can have a unique set of toolbars that is tailored to your needs.

All toolbar buttons (both pre-defined and custom) support ToolTips. To see what a toolbar’s button does, hold the mouse pointer over the button without moving it. A very brief description will appear next to the button and a longer one will appear in the status bar at the bottom of the workspace.

- See the [Toolbar](#) topic for instructions on how to bind toolbars to a session.
- See the [Creating New Toolbars](#) topic for instructions on creating custom toolbars
- See the [Macro Toolbar](#) topic for instructions on mapping macros to toolbar buttons.
Creating Custom Toolbars

To maximize your efficiency, OutsideView allows creation of custom toolbars that include only the buttons required for a particular session. Each session in a workspace may have a unique set of toolbars, and only the toolbars for the active session will be displayed.

You may access the dialog for binding toolbars to a session or creating new toolbars by selecting View/Toolbars when any session is active.

There are three settings that apply to all currently visible toolbars: ToolTips, Cool Look, and Large Buttons. Each of these settings can be turned off or on to suit your preferences.

To create a new toolbar:

1. Click the New… button.
2. You will be prompted to enter a name for your new toolbar. Give the new toolbar a unique name.
3. Click OK. A small, empty toolbar will appear in the upper left of your screen.
   
   Note: The new toolbar is automatically selected for the active session.
4. Click the Commands tab.
5. Select the desired category and then click and drag the buttons you want onto your custom toolbar. While you drag, an outline box of the button appears.
6. Click OK again to exit the dialog box. The new toolbar will be saved.

   The session must be saved to retain the binding of this new toolbar to the session. Custom toolbars may be bound to any session by selecting the toolbar in the Toolbars tab of the Session Settings dialog for that session.

   You may also move buttons between toolbars by pressing the Alt key and dragging a button from one toolbar to another. Use this technique with caution as it will modify how the toolbar is displayed for all sessions using that toolbar.

   Toolbar tips:
To insert a button between two other buttons, drag the button outline between them.

To create button groups within a toolbar, open the Session Toolbar Settings dialog and click on the Command tab. Drag any button already on the toolbar slightly away from an adjacent button. A separator bar will appear. Drag the button close to the button on the other side of the separator to remove the separator.

To delete a button, drag it completely off the toolbar.

If you drag the last button off a toolbar, the toolbar itself automatically becomes invisible. Close and re-open View: Toolbars, then check the toolbar's checkbox to make it visible again. Once it's visible again you can continue customizing it.

Toolbars can be either "floating" or "docked," depending on your preferences. Floating toolbars are separate windows with title bars. Docked toolbars appear attached to the edges of the workspace.

You may change the position of a toolbar by simply dragging it to the desired location. Floating toolbars can be dragged around by the title bar. Docked toolbars have a grooved handle at the left or top side.
**ToolTip**

If you turn ToolTips on, a short phrase will appear when you have your mouse cursor over a button without clicking. These are handy little reminders about what a button's function is. If you turn ToolTips off, these reminders will not appear.
Cool Look

Cool Look is a button display option that changes the overall look of the buttons by removing or applying the 3D effect. Turning this setting on flattens the buttons into one continuous toolbar; turning this setting off reverts to the 3D button effect. Choose the setting that you prefer.
Macro Toolbar

The Macro toolbar provides shortcuts to OutsideView Visual CommBASIC macros. (If you decide you’d rather map macros to keyboard shortcuts, see the Mapping Macros topic for instructions.)

The Map Macros tab is accessed by accessing the Session Settings dialog and clicking on the Toolbars category or selecting Macro/Map Macros/To Toolbar…. This tab displays the macro button assignments for the macro toolbar. The macro toolbar can have up to 20 macros mapped at one time. You can also use buttons from the macro toolbar on other custom toolbars. Once you’ve mapped a macro to a button, simply clicking the appropriate button will execute the macro.

To Map a Macro to a Macro Button

1. Access the Map Macros tab by selecting Session/Session Settings…, selecting the Toolbars category and clicking the Map Macros tab or by selecting Macro/Map Macros/To Toolbar…

2. Select any unmapped buttons by clicking on the image in the leftmost column, and then click Edit (or double-click on the image)

   A dialog will open that allows definition of the macro to be executed, its ToolTip text and the graphic used for the button.

3. The image that will display on the button displays at the upper left. Click Modify Image to change the artwork or specify a different bitmap (.bmp) or icon (.ico) file.
4. Specify the macro to run when this button is clicked. You can use the Browse button to navigate to the desired macro file. Valid macro files will have a .vcb file extension.

5. Specify the ToolTip text. A ToolTip is a short reminder about what this button’s macro does. In the main OutsideView window, holding your cursor over a button for a few seconds will display the button’s ToolTip.

Once you’ve mapped macro buttons, you can add them to a custom toolbar. That way, you can have just a few macros available without having to display the entire Macro toolbar. Under View: Toolbars: Commands, select the Macro category. Simply drag the desired Macro button from the dialog box onto the custom toolbar.

To show or hide the Macro toolbar, go to View: Toolbars. A check mark indicates the toolbar is visible. Clicking the checkbox will toggle the display from visible to invisible and back.
Defaults

Session Defaults

The New Session Defaults dialog allows definition of default parameters for new sessions. The factory-defined defaults for OutsideView sessions are Tandem emulation and TCP/IP I/O. If your environment, however, requires more frequent access to an IBM host through TN3270 emulation, you can change the default to that emulation type. To access the New Session Defaults dialog, select Session/New Session Defaults…, or select Edit/Application Settings and select the New Session Defaults tab.
Workspace Defaults

The Workspace Defaults allows definition of a startup macro to be executed when a workspace is opened and the text to be shown in the workspace window. To access the Workspace Defaults dialog, select Edit/Workspace Settings…
Application Settings

The Application Settings dialog is accessed by selecting Edit/Application Settings… and contains three tabs:

- **Directories**
- **Settings**
- **New Session Defaults**
Directories Tab

The Directories tab shows the storage location for OutsideView files. With the exception of Network and License Server folders (only used in Enterprise Installations), these locations may be changed if another location is more convenient.
Settings Tab

The Settings tab allows definition of OutsideView startup and exit behavior.

- The "When OutsideView Starts" group allows definition of what workspace will be opened on application launch. You may choose to:
  - Open a new empty workspace (default)
  - Open the last workspace
  - Define a saved workspace to be opened on every launch.

- The "Workspace and Session Exit Behavior" group allows definition of actions when a session or workspace is closed. If your preference is for OutsideView to close without prompts when exiting the application, unselect the "Prompt on exit" option.

- The "Session Open Behavior" group allows definition of how new session windows are displayed. The default is for new session windows to be tiled.

- The "Client Settings" group is only displayed on workstations using an Enterprise Installation. If you are experiencing difficulties with your locally defined sessions or workspaces, you may remove your local configuration files and re-synchronize with the network share by checking the "Destroy local configuration files..." and re-starting OutsideView. "Enable Override Mode" should be used only by System Administrators as a diagnostic tool.

- The "Unix/X11 Style Mouse Text Selection" group allows setting auto copy and paste behavior. (By default enabled.)
  - Any time text is selected it is automatically placed on the clipboard.
  - On a scrolling mouse the depression of the scroll wheel will act as a middle mouse button which will trigger a paste operation.
Security

Security Overview

OutsideView version 7.2 and greater supports SSL/TLS encryption to hosts or proxies supporting that protocol. Encryption is enabled for a session by choosing TCP/IP as the I/O method and checking the "Encrypt Datastream using SSL" checkbox in the I/O category of Session Settings.

An essential component of any security implementation is positive identification of the communicating parties (authentication). OutsideView provides two methods for authenticating the SSL server; validation against the local certificate store and validation of the root CA fingerprint.

For instructions on configuration for these two server authentication methods, click here.
Server Authentication

OutsideView provides two methods for authenticating the SSL server; validation against the local certificate store and validation of the root CA fingerprint. An option for the user to override certificate or fingerprint errors is also provided to allow connection if the server authentication should fail.

To allow the user to override server authentication errors in SSL/TLS – enabled sessions:

- In the "Server Security/Certificate Options" group, check the "Allow user to override errors to permit connection" checkbox.

For intranet access where the users are likely to be employees of the organization, validation of the root CA fingerprint is probably sufficient. This method will insure that the server being accessed has obtained a certificate signed by a CA trusted by the organization. The OutsideView administrator can create and distribute session configuration files (*.cps) that contain the fingerprint of the root CA certificate.

If you wish to authenticate the server based on the fingerprint of the root CA certificate, you may obtain the fingerprint from your host administrator. To include the root CA certificate fingerprint in the session settings:

1. In the Session Settings I/O tab, select "Encrypt datastream using SSL".
2. In the "Server Security/Certificate Options" group, select "Validate root CA fingerprint".
3. Enter the value displayed in the Certificate Tools for the fingerprint value.

For connection by remote users, the end user should be provided with some means to independently validate the identity of the signing CA as well as the target host. Validation against the browser certificate store requires that the root CA certificate received from the server match a certificate already in the list of trusted certification authorities at the workstation. In addition, the common name included in the server certificate must match the fully qualified DNS name of the host being contacted. These steps assure that the communication is with a known host whose identity has been validated by a trusted authority virtually eliminating the possibility of "man-in-the-middle" spoofing.

If an organization maintains their own certificate authority, it is unlikely that the certificate from that CA will be in the certificate store of remote computers. The CA certificate may be distributed as a file and imported into the local computer’s certificate store through the Microsoft Management Console (mmc) or it may be directly imported using OutsideView (if user override of server authentication errors is enabled).

To create an encrypted OutsideView session that validates against the browser certificate store:

- In the session settings I/O tab in OutsideView:
1. Select "Encrypt datastream using SSL".

2. Select "Validate Certificate against browser certificate store" (default).

3. The "Advanced Certificate/Encryption Options" will allow selection of a cipher suite and definition of OCSP parameters. By default, all the cipher suites supported by NSSL are selected.
Importing Root CA Certificates

During the SSL handshake with the host, the OutsideView client will receive a certificate authenticating the server along with a self-signed Certificate Authority (CA) certificate. The CA certificate may be distributed as a file and imported into the local computer’s certificate store through the Microsoft Management Console (mmc) or it may be directly imported using OutsideView (if user override of server authentication errors is enabled).

To import a root CA certificate with OutsideView, a SSL – enabled session to the host must be created with "Validate certificate against browser certificate store" enabled. If the certificate received from the host is not found in the local certificate store, the user will be presented with the following warning:

If the user clicks "No", the connection proceeds. If the user clicks "Cancel", the connection attempt is terminated. If the user clicks "Yes", the Windows certificate viewer will open:

Clicking on "Install Certificate…" will launch the Certificate Import Wizard:
Accepting all the defaults presented by the import wizard will add the CA certificate to the local certificate store. This operation needs to be done only once. The connection to the host should proceed normally once the certificate has been imported.
OCSP Certificate Validation

Cipher Suites and OCSP Validation

Once encryption has been enabled for a session, clicking on the "Advanced Certificate/Encryption Options" button on the TCP/IP tab will open a dialog allowing definition of supported cipher suites and OCSP (Online Certificate Status Protocol) certificate validation parameters.

The enabled cipher suites must include at least one suite supported by the target host. The strongest cipher supported by both parties will be determined during the SSL handshake and used for subsequent communication. OCSP is a means for dynamically checking the revocation status of security certificates. To use this capability:

1. Check the "Check for certificate revocation via OCSP" check box.

2. Define the URL of the OCSP responder in the "OCSP Responder URL" field.

3. Define how often you wish to check the status of the server certificate in the "Validate certificate every [ ] connections" field. This check may be time-consuming and you may not want to incur this delay too often.

Some OCSP responders require authentication of the requesting clients. If a client certificate is required:

Check the "Include Client Certificate/Signing Key" checkbox.

1. Define the fully qualified path to the local client certificate (you may browse to its location).

2. Define the fully qualified path to the signing key (you may browse to its location).

3. Define the signing key password.
Using OutsideView

OutsideView UI Overview

File Menu

New Session  Opens the Session Settings dialog to allow definition of a new session
Open Session  Start a new session, using saved parameters
Close Session Close the in-focus session
Save Session  Save parameters of in-focus session for later use
Save Session As Save session parameters, with option to change name
New Workspace Open a new, empty workspace
Open Workspace Close current workspace and open previously saved workspace
Close Workspace Close current workspace (and all session in it)
Save Workspace Save (or re-save) a workspace for later re-use
Save Workspace As Save a workspace, with option to change name
Log Incoming Turn logging on/off
Print Screen  Send screen image to default printer
Print Setup  Define default printer (for this instance of OutsideView)
Send To…  E-mail selected text in active session
Properties  Access the Workspace Properties or Session Properties of the in-focus session.

Recent Sessions Lists last 5 sessions opened
Recent Workspaces Lists last 5 workspaces opened
Exit OutsideView Closes sessions and terminates OutsideView
Active Session Properties

The properties page for the active session may be accessed by selecting File/Properties/Active Session. There are three tabs on this page; Session, Keymap, and Color Scheme. This page allows you to see where your files are located and which key map and color scheme is associated with this session.

Session Tab

The tab will show the name of this session. If the current session has never been saved, the tab will display the name "default", and all entry will be disabled (grayed out).

The Path shows the location of the session file; Author shows who first saved the file, and Comments are entered by the Author when the file is saved.

Keymap Tab

The tab will show the name of the keyboard map used with the session. If the current session is not using a custom keyboard map, the tab will display the name "default", and all entry will be disabled (grayed out).

The Path shows the location of the keyboard map file; Author shows who first saved the file, and Comments are entered by the Author when the file is saved.

Color Scheme Tab

The tab will show the name of the color scheme used with the session. If the current session is not using a custom color scheme, the tab will display the name "default", and all entry will be disabled (grayed out).

The Path shows the location of the color scheme file; Author shows who first saved the file, and Comments are entered by the Author when the file is saved.
<table>
<thead>
<tr>
<th><strong>Edit Menu</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Copy to Clipboard</strong></td>
</tr>
<tr>
<td><strong>Copy to Printer</strong></td>
</tr>
<tr>
<td><strong>Paste</strong></td>
</tr>
<tr>
<td><strong>Text Selection</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Workspace Settings</strong></td>
</tr>
<tr>
<td><strong>Application Settings</strong></td>
</tr>
</tbody>
</table>
**Workspace Properties**

The properties page for the current workspace may be accessed by selecting File/Properties/Workspace.

The Path property shows the location of the file, Author shows who first saved the file, and Comments are entered by the author when the file is saved.

The tab will also show the name of this workspace. If the current workspace has never been saved, the tab will display the name "default", and all entry will be disabled (grayed out).
View Menu

**Shortcut Bar**  Toggles the visible property of the Shortcut Bar

**Status Bar**  Toggles the visible property of the Status Bar

**Toolbars...**  Opens the Session Toolbar Settings dialog allowing creation and editing of custom toolbars and definition of toolbars to be displayed with a session.

**Keyboard Map**  Opens the Key Mapper and Mapped Keys dialogs allowing viewing of current mapping (but not editing of maps)

**Session Log**  Displays the current Session Log

**App Log**  Displays the Application Log
Shortcut Bar

The Shortcut Bar appears at the left side of the workspace. You can see how many sessions are open at a glance.

Shortcut bar icons are color-coded to let you know the type and status of each session. The Tandem2 session at the bottom is a retained session.

In this image, the TN 5250 session icon currently has focus (large 3D frame) and the cursor is over the VT320 session icon (small frame). Clicking on the Tandem session icon would bring that session into focus and to the front of the workspace. No more burying sessions!

The Shortcut Bar can be widened or narrowed by dragging its boundary.

It may be shown or hidden for a workspace by selecting View and checking or unchecking the Shortcut Bar menu item. If the Shortcut Bar is hidden, you may move between sessions using the Window menu list or by the Windows shortcut key Ctrl+Tab (if Windows shortcuts are enabled).

The session icon size may be set to large or small by right – clicking on the shortcut bar and selecting Large Icon or Small Icon.

Selecting a session by using a middle mouse click activates the selected session and pastes the text from the clipboard.

The Shortcut Bar settings will be saved as part of the current workspace, not the current session(s).

The listing of sessions in the Shortcut Bar may not match the listing under the Window menu. You can drag-and-drop to rearrange Shortcut Bar icons, but the Window listing will always be ordered first-opened session first to last-opened session last.
Status Bar
The area in the bottom of the OutsideView application frame is used to display the status of the active session.

Workspace
An OutsideView workspace defines a collection of sessions and how they are organized within the OutsideView application. You can organize your sessions to best suit your work requirements and save them as a workspace. To quickly re-open those sessions, just open the workspace.

For instructions on the creation and use of workspaces, click here.

Session
An OutsideView session presents a terminal emulation window to a host system. Through this window, you will be able to interact with the host files and applications in an identical manner as you would with a terminal.

For instructions on configuring and saving sessions, click here.

Toolbars
OutsideView toolbars provide a quick way of performing common tasks (e.g. copying and pasting text), sending function keys to the host (e.g. Shift F16) or executing macros. You can use the pre-defined toolbars or you can easily create new toolbars tailored to your needs.

For instructions on using and creating toolbars, click here.

Statusbar
The status bar displays the current connectivity state and parameters of the active session.

OutsideView Title Bar
The OutsideView title bar indicates the currently open workspace and session. If either item is marked by an asterisk, it has been modified since the last change.
**Session Menu**

<table>
<thead>
<tr>
<th>Session Settings</th>
<th>Opens the Session Settings dialog to allow definition of all session parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Session Defaults</td>
<td>Opens the Application Settings dialog to the New Session Defaults tab.</td>
</tr>
<tr>
<td>Edit Session Caption...</td>
<td>Opens the <a href="#">Edit Session Caption</a> dialog</td>
</tr>
<tr>
<td>Retain Session</td>
<td>Allows a session to be retained within a workspace</td>
</tr>
<tr>
<td>Clear Screen</td>
<td>Clears all unprotected fields on the active session</td>
</tr>
<tr>
<td>Disconnect</td>
<td>Disconnects the active session</td>
</tr>
<tr>
<td>Reconnect</td>
<td>Reconnects the active session</td>
</tr>
<tr>
<td>Break</td>
<td>Sends a break signal to be active session</td>
</tr>
<tr>
<td>Send File</td>
<td>Opens the <a href="#">IXF Send</a> dialog to allow sending a file from the PC to the host via IXF</td>
</tr>
<tr>
<td>Receive File</td>
<td>Opens the <a href="#">IXF Receive</a> dialog to allow downloading a file from the host to the PC</td>
</tr>
<tr>
<td>FTP...</td>
<td>Opens the <a href="#">FTP Open Session</a> dialog to allow opening an existing FTP session or creating a new session.</td>
</tr>
</tbody>
</table>
Retaining Sessions

You probably don’t always keep every session open all the time. However, when you close a session, the session seems to disappear completely, and next time you want to re-open it, you have to find it again first.

If you retain a session before you close it, however, its icon remains in the Shortcut Bar.

![Active Session Icon](image1)

Active Session Icon

![Inactive, Retained Session Icon](image2)

Inactive, Retained Session Icon

To Retain a Session

1. Since sessions are retained within a workspace, you must first save the current workspace.

2. After saving the workspace, save the session you want to retain.

3. Now focus on the session you want to retain and click on Session: Retain Session. A small check will appear next to the words Retain Session to let you know that this session has been retained.

Now, each time you open this workspace, this session's icon will automatically reappear in the Shortcut Bar. You can retain as many sessions in a workspace as you want. You can re-open them at your convenience with a single click on the Shortcut icon.

If you configure, save, and retain your most commonly used sessions and set this workspace as your default, you may never have to configure a session again.

Retained sessions will not automatically open when you reopen the workspace, nor will they automatically connect to the host. This is a security precaution.
FTP Open Dialog

Local Path:

- \\Documents and Settings\\Charly\\Crystal Font\\OutsideView32\\7.28
- New
- FTPCPCom.cpx
- FTPCPDialog.cpx

[Open] [Cancel]
Macro Menu

**Run Macro…** Opens the Run Macro Files dialog to allow selection of a macro for execution

**Macro Status** Opens the Macro Status dialog to view running macros and stop them if required

**Macro Editor…** Opens the Macro Editor

**Map Macros**
- To Toolbar: Opens the Map Macros tab of the Session Settings dialog
- To Keyboard: Opens the Keyboard Map tab of the Session Settings dialog
Window Menu

**Cascade**  Cascades all open session windows in the workspace

**Tile Horizontally**  Horizontally tiles all open session windows in the workspace

**Tile Vertically**  Vertically tiles all open session windows in the workspace

**Arrange Icons**  Arranges minimized session windows on bottom of workspace

**Session List**  Lists all open session windows in the workspace for immediate access
<table>
<thead>
<tr>
<th>Help Menu</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Topics</td>
<td>Opens this help system</td>
</tr>
<tr>
<td>About OutsideView</td>
<td>Opens the About OutsideView dialog for access to license and profile information</td>
</tr>
</tbody>
</table>
Printing

OutsideView supports printing of the active session screen or a log of session activity.

To print the active session screen:

- Select File/Print Screen
- or
- Click the Print Screen toolbar button.

See the Logging Session Activity topic for instructions on printing a log file.
Copy/Paste

OutsideView supports normal copy/paste operations within sessions. The text selection behavior may be either as rectangular blocks or line – by – line. See the Display Tab topic for instructions on setting this behavior.

Note: OutsideView will insert a carriage return/line feed at the end of each line copied from the screen.
National Character Set Support

Proper handling in OutsideView of characters typed and returned from the host depends on proper settings for:

- Windows language
- OutsideView session language
- NonStop application mode (conversational or block)
- OutsideView session host file encoding (OEM or ANSI)
- OutsideView session 7-bit language
- OutsideView session font

The Windows language setting for an application determines keyboard mapping and the ANSI code page that will be used by default. Windows applications will receive (e.g. keyboard input) or send (e.g. display) characters as their ANSI or Unicode values. OutsideView accepts only the ANSI character table (not Unicode) from Windows. For a complete listing of the code pages used for various language settings, see [http://www.microsoft.com/globaldev/nlsweb/default.asp](http://www.microsoft.com/globaldev/nlsweb/default.asp). For example, the ANSI code page used for Swedish, Norwegian and Danish is 1252 (Latin I). If your Windows workstation is set for Swedish, pressing the "Ä" key sends a value of C4h (from the ANSI code page) to the in-focus application. If the application displays that character, it will display the glyph indexed by that value defined in the font currently selected in that application.

OutsideView also allows selection of the language for each session. This feature allows the user to view host files containing characters not included in their current Windows language setting. If the user wishes to edit the file, the keyboard mapping would have to be changed by selecting the desired language within Windows.

To support host files that were encoded using the OEM code pages, OutsideView allows a choice of OEM or ANSI for the code page used for each session. If ANSI is chosen for host file encoding, the value received from Windows is used directly to reference the correct character in the ANSI code page. If OEM is chosen, the ANSI value received from Windows is translated to the OEM value, and that value is used to index the correct character for the OEM code. With OutsideView settings of OEM host file encoding and a Windows language setting of Swedish, typing an "Ä" on your Swedish keyboard will send a C4h value to OutsideView which translates that value to 8Eh and references the OEM codepage 850 to determine the correct character.

The Tandem 6530 terminal also provides support for the ISO 646 7-bit character set, also known as the NRC (National Replacement Character) set. To allow display of international characters, this character set uses a character substitution method in which certain characters from the ASCII character set (lower 127 code values) are replaced by characters from another language. With a Windows language set for English (United States), OutsideView language set to Swedish, host file encoding set to ANSI and using the 7-bit translation, pressing a "[" on the keyboard will send a 5Bh value to the emulator. If telnet line mode is active, the emulator will substitute the value C4h and send that value to the display. The value C4h corresponds to the "Ä" glyph in the 1252 (Latin I) codepage (the active code page for an English US Windows language setting). The typed 5Bh value is stored in the buffer until a carriage return at which time the entire line is sent to the host. If telnet line mode is not active, the 7-bit value for the typed character
is sent to the host. The host echoes that value back, and the emulator will substitute the correct international character.

Characters whose code value lies in the range of 80h to 9Fh are defined within Tandem 6530 terminal operations as upper control characters. Sending a character with a value that falls in that range to the host in conversational mode will be interpreted by the host as the beginning of a command. If the telnet protocol is not set for line mode, the host will echo back a caret (code value 5Eh) and another character. After a return, the typed character is returned by the host along with an error message. Typing a Euro character (€) at a tacl prompt (with host file encoding set for ANSI) will show this behavior since the code value for that character is 80h.

If your Windows workstation is set for a language other than English (United States) and you wish to send the characters corresponding to the keyboard map for that language, you should use ANSI host file encoding and not select the 7-bit Language setting. From your screen shot and session file, it appears that you were changing the Windows language and OutsideView language settings and typing three characters. The errors are due to selection of OEM host file encoding and 7-bit language.
Logging Session Activity

OutsideView provides the capability to log the data you receive from the host, with or without host control codes (escape codes). You can log incoming host data to either a file or a printer.

Note that data is logged as it is received: raw and unformatted. This means that formatted screens, such as Tandem block mode applications, will not appear in the log as they do on the session display.

If any errors occur opening a trace or log file, or opening and writing to a save file, then an error box is displayed describing the error and the trace file or log file setting is turned off automatically.

Data logging automatically stops when you close the session that is being logged and does not automatically restart if you reopen the session.

To Enable or Disable Data Logging:
1. Place the desired session in focus by clicking the session window, clicking the icon in the Shortcut Bar, or by selecting it from the Window menu.

2. Either:
   - Use the File: Log Incoming menu command, and then select either To File or To Printer.
   -or-
   - Click the Session Properties button on the toolbar, or select Session: Session Settings.

3. Click the Capture category

4. Set the desired Log Incoming option: Log to File or Log to Printer.

5. If you select Log to File, specify a file name and whether you want control codes to be included in the log. Then click OK.

When you want to stop logging session data, simply repeat these steps and deselect the Log To option that you selected previously.

Logged session data saves to the Capture folder by default; you can specify an alternate location if you wish. That alternate location will become the default location until you close that session.
Command Line Options

The OutsideView command line provides you a method of loading a specific session file and/or macro during program startup. This is often an effective way to make sure the program launches in a standardized manner. Because you can specify full pathnames, you can use standard parameter and macro files located in shared network directories (instead of defaulting to user subdirectories).

- OutsideView accepts only one command line option.

**Command Line Syntax:**

```
[drive:][path]outside32.exe [option]
```

You can modify the command line either in Program Manager (click File, click Properties, edit Command Line field) or for the application shortcut (right click, click Properties, click Shortcut tab, edit Target field making all changes inside the quotes).

- **drive:** The drive where the executable file outside32.exe resides. If not specified, Windows uses the current drive.

- **Path:** The full pathname to the directory where the executable file outside.exe resides. If not specified, Windows looks for the executable in the current directory and any directories specified by the system path.

**Options:**

- **Filename:** An optional parameter specifying the session file (.cps) to automatically load on startup. If not in the default PARAM directory, the full path (including drive, if necessary) must be specified. Long file names are supported by enclosing filename in double quotes.

- **/W filename:** An optional parameter specifying the workspace file (.cpw) to automatically load on startup. If not in the default PARAM directory, the full path (including drive, if necessary) must be specified. Long file names are supported by enclosing filename in double quotes.

- **/M filename:** An optional parameter specifying the Visual CommBASIC macro to automatically load on startup. If not in the default MACRO directory, the full path (including drive, if necessary) must be specified. The VCB extension is not required. Long file names are supported by enclosing filename in double quotes.

- **/Supervisor netpath:** An optional parameter specifying that OutsideView should launch in Supervisor mode. netpath is the network path to the user profile that will be administered on the Profile Server. Long file names are supported by enclosing netpath in double quotes.
File Transfer

FTP

FTP Dialog Mode

Creating a New Session:

To start an FTP session using the graphic interface:

1. Select Session/FTP…. The FTP Open dialog will open displaying all defined FTP sessions and a "New" icon.

2. Double-click on the "New" icon. The FTP Settings will open.

3. Define the URL or IP address followed by a space and the port number (port number 21 is assumed).

4. Enter your user information to access the FTP server, or check "Anonymous Login" if anonymous access is allowed.

5. Select "Dialog" for the Display Mode.

6. Click "OK"

An FTP session will open to the target server using the graphic interface. This session may be saved (File/Save As…) for future use.
FTP Settings Dialog

1. Define the host IP address or name and port (port 21 is default).
2. Define your user information.
3. Choose Dialog mode for a graphical FTP window or Command mode to use FTP commands.
4. Choose to save text files with a .txt extension or with the last character of the file name.
5. Select "Use Secure FTP" to encrypt datastream using SSL
6. Click OK

*Note: The initial directories options can only be set after an FTP session is connected.*
FTP Command Mode

Note: The Dialog option provides a much more intuitive interface for FTP sessions. Command mode should be used only if you wish to make extensive use of FTP commands.

Creating a New Session:

To start an FTP command line session:

1. Select Session/FTP…. The FTP Open dialog will open displaying all defined FTP sessions and a "New" icon.

2. Double-click on the "New" icon. The FTP Settings dialog will open.

3. Define the URL or IP address followed by a space and the port number (port number 21 is assumed).

4. Enter your user information to access the FTP server, or check "Anonymous Login" if anonymous access is allowed.


6. Click "OK"

A command line FTP session will open to the target server. This session may be saved (File/Save As…) for future use.

See the FTP Commands topic for descriptions of the commands supported in FTP command mode.
Use Secure FTP

OutsideView provides two methods for authenticating the SSL server: validation against the local certificate store and validation of the root CA fingerprint. An option for the user to override certificate or fingerprint errors is also provided to allow connection if the server authentication should fail.

To allow the user to override server authentication errors in SSL/TLS – enabled sessions:

1. In the "Server Security/Certificate Options" group, check the "Allow user to override errors to permit connection" checkbox.

For intranet access where the users are likely to be employees of the organization, validation of the root CA fingerprint is probably sufficient. This method will insure that the server being accessed has obtained a certificate signed by a CA trusted by the organization. The OutsideView administrator can create and distribute FTP session configuration files (*.cpv) that contain the fingerprint of the root CA certificate.

If you wish to authenticate the server based on the fingerprint of the root CA certificate, you may obtain the fingerprint from your host administrator. To include the root CA certificate fingerprint in the FTP session settings:

1. In the FTP Settings, select "Use Secure FTP".
2. In the "Server Security/Certificate Options" group, select "Validate root CA fingerprint".
3. Enter the value displayed in the Certificate Tools for the fingerprint value.

For connection by remote users, the end user should be provided with some means to independently validate the identity of the signing CA as well as the target host. Validation against the browser certificate store requires that the root CA certificate received from the server matches a certificate already in the list of trusted certification authorities at the workstation. In addition, the common name included in the server certificate must match the fully qualified DNS name of the host being contacted. These steps assure that the communication is with a known host whose identity has been validated by a trusted authority virtually eliminating the possibility of "man-in-the-middle" spoofing.

If an organization maintains their own certificate authority, it is unlikely that the certificate from that CA will be in the certificate store of remote computers. The CA certificate may be distributed as a file and imported into the local computer's certificate store through the Microsoft Management Console (mmc), or it may be directly imported using OutsideView (if user override of server authentication errors is enabled).

To create an encrypted OutsideView FTP session that validates against the browser certificate store:

1. In the FTP Settings, Select "Use Secure FTP".
2. Select "Validate Certificate against browser certificate store" (default).
3. The “Advanced Certificate/Encryption Options” will allow selection of a cipher suite and definition of OCSP parameters. By default, all the cipher suites supported by NSSL are selected.
Using FTP Dialog

FTP Dialog Interface

When an OutsideView FTP session is opened in Dialog mode, a graphical FTP client window opens. This window provides easy navigation of FTP servers and your local file system as well as drag – and – drop file transfers.

![FTP Dialog Interface](image)

To check the status or error message see the status line at the bottom of the OutsideView window.
Menu Options

The menu options on this dialog provide the following functionality:

<table>
<thead>
<tr>
<th>Menu Item</th>
<th>Functions</th>
</tr>
</thead>
</table>
| **File**  | **New FTP:** Opens the FTP Settings window to define a new FTP session  
**Open FTP:** Open a defined FTP session  
**Save FTP:** Save the current FTP session  
**Save As...:** Save current FTP session as another name  |
| **Options** | **FTP Settings...:** Opens the FTP Settings dialog allowing changes only to File Extension and Initial Directories options. The FTP session file must be saved to retain any changes.  
**Local Overwrite:** Allows overwrite of local files on downloads from the FTP server  
**ASCII:** Sets transfer mode to ASCII (default)  
**Binary:** Sets transfer mode to binary  |
| **Commands** | **Open:** Opens the currently selected local file using the associated application  
**Upload:** Upload the currently selected local file(s) to the FTP server  
**Upload As...:** Prompts for a file name then uploads the currently selected local file to the FTP server  
**Download:** Download the currently selected files(s) from the FTP server  
**Download As...:** Prompts for a file name then downloads the currently selected file from the FTP server  
**Download and Edit:** Downloads the currently selected text file and opens it into Notepad.  
**Delete:** Attempts to delete the currently selected local or remote file(s). Delete permissions are controlled by the user’s access rights.  
**Rename:** Attempts to rename the currently selected local or remote file. Rename permissions are controlled by the user’s access rights.  
**New Folder:** Attempts to create a new local or remote folder. This capability is controlled by the user’s access rights.  |
| **View** | **Toolbar:** Enables or disables display of the toolbar  
**Local:** Allows definition of how local files are displayed  
**Remote:** Allows definition of how remote files are displayed  
**FTP Log:** Opens the FTP log showing all activity between the FTP client and server  |
**Refresh**: Updates the display with current information

**Window**

**Local**: Show only the local files

**Remote**: Show only the remote files

**Tile Vertically**: Show the local files on the right and the remote files on the left in a vertically tiled window

*Note: Navigation of the NonStop Guardian file system requires creation of hint files. This process is automated by the FTPHints macro. Please see the System Administrators Guide for instructions on running this utility.*
Transferring Files

Uploading (PC to host) or downloading (host to PC) files using the FTP Dialog may be performed by:

- Selecting one or more files (local or remote) and dragging the selection to the destination (remote or local).

- Selecting one or more files (local or remote) and clicking on a toolbar Upload or Download button. If a single file is selected, the transfer may be initiated by clicking on the Upload As or Download As button.

- Selecting one or more local files and selecting Commands/Upload or selecting one or more host files and selecting Commands/Download. If a single file is selected, the transfer may be initiated by selecting Commands/Upload As… or Commands/Download As…

- You may also download text files from the host for editing in Notepad by:

  - Selecting the host text file and clicking on the Download and Edit toolbar button.
  
  - Selecting the host text file and selecting Commands/Download and Edit. The file will be transferred to your PC and opened in Notepad. A dialog to upload the file once your edits are complete is also opened.

Note: Navigation of the NonStop Guardian file system requires creation of hint files. This process is automated by the FTPHints macro. Please see the System Administrators Guide for instructions on running this utility.

Transfer Mode

The transfer mode (ASCII or binary) may be selected by:

- Clicking on the down arrow adjacent to the Transfer Type toolbar button.

- Selecting Options and ASCII or Binary.

Local Overwrite

You may allow local files to be overwritten by those from the host by selecting Options/Local Overwrite.
FTP Commands

The following commands are supported by the OutsideView FTP client (Command mode only):

?  DELE  MKDIR  REIN
ASC  DIR  MGET  REN
ASCII  GET  MPUT  RETR
BIN  HELP  NLST  RHELP
BINARY  LCD  OPEN  RMD
BYE  LDEL  OPSYS  RMDIR
CD  LDIR  OVERWRITE  STOR
CDUP  LIST  PASS  SYST
CLOSE  LPWD  PUT  USER
CONNECT  LS  PWD
CWD  LLS  QUIT
DEL  MKD  QUOTE
The `?` command is an abbreviation of the help command. This quick command lists all the available FTP functions on a single page.

**Syntax:** `?`

### DELE

The DELE command deletes a file on the remote system. Identical to DEL command.

**Syntax:** `dele filename`

**Notes**

If the named file exists, it is deleted on the remote system. The filename can include the full path. You cannot include wild card characters.

### MKDIR

The MKDIR command creates a directory on the remote system. Identical to the MKD command.

**Syntax:** `mkdir directory`

**Notes**

The argument directory is the name of the new remote directory, and can contain a full path.

### REIN

The REIN command works on the IBM AS/400 to log the user in again.

### ASC

The ASC command is an abbreviated form of the ascii command; it sets the transfer type to ASCII.

**Syntax:** `asc`

**See Also**

ascii
DIR
The DIR command displays an abbreviated list of files and subdirectories on the remote system. Identical to the NLST command.

Syntax: dir [specifier]

Notes
If specifier is omitted, a list of the current remote directory displays. If specifier is a directory, a list of that directory displays. If specifier is a file name, only that file displays. A file name may include full path and standard wildcard characters (asterisk and question mark).

MGET
The MGET command transfers multiple files from the remote system to the local PC.

Syntax:
mget filename1 [,] filename2 [,] ... filenameN

Notes
Each filename must exist in the current remote directory. The received files are placed in OutsideView's Download subdirectory.

See Also
mput, get, put

REN
The REN command renames a file on the remote system.

Syntax: ren current_filename new_filename

Notes
Both current_filename and new_filename can include full paths. If identical directories are not specified for both arguments, the renamed file is also moved to the path specified in new_filename. If no directory(ies) are specified, the current remote directory is used.

ASCII
The ASCII command sets the file transfer type to ASCII. Files are transferred character by character. Normally used for text files.

Syntax: ascii

See Also
binary
GET
The GET command receives a file from the remote system to the local PC. Identical to
the RETR command.

Syntax: get filename [local_filename]

Notes
Both filename and local_filename may include full path specifiers. If local_filename is
omitted, the received file is placed in OutsideView's Download subdirectory.

See Also
mget, put, mput

MPUT
The MPUT command transfers multiple files from the local PC to the remote system.

Syntax: mget filename1 [,] filename2 [,] ... filenameN

Notes
Each filename must exist in OutsideView's Upload subdirectory. The sent files are saved
in the current remote directory.

See Also
mget, get, put

RETR
The RETR command receives a file from the remote system to the local PC. Identical to
the GET command.

Syntax: retr filename [local_filename]

Notes
Both filename and local_filename can include full path specifiers. If local_filename is
omitted, the received file is placed in OutsideView's Download subdirectory.

See Also
mget, put, mput

BIN
The BIN command is an abbreviated form of the BINARY command; it sets the transfer
type to BINARY.
Syntax: bin

See Also
Binary, ascii

HELP
The HELP command displays a list of recognized FTP commands, or syntax for a specific command.

Syntax: help [command]

Notes
If command is omitted, all commands are listed with a short description.

NLST
The NLST command displays an abbreviated list of files and subdirectories on the remote system. Identical to the DIR command.

Syntax: nlst [specifier]

Notes
If specifier is omitted, a list of the current remote directory displays. If specifier is a directory, a list of that directory displays. If specifier is a file name, only that file displays. A file name can include full path and standard wildcard characters (asterisk and question mark).

See Also
Is

RHELP
The RHELP command displays a list of commands recognized by the remote system.

Syntax: rhelp

BINARY
The BINARY command sets the file transfer type to Binary. Files are transferred byte by byte. Normally used for binary files such as graphics and executables.

Syntax: binary

See Also
ascii
LCD
The LCD command changes the current directory on the local (PC) system.

Syntax: lcd new_directory

Notes
The new_directory argument is required.

OPEN
The OPEN command connects with the FTP server on the specified remote system. Identical to the CONNECT command.

Syntax: open name_or_address

Notes
The argument is required, specifying either an IP address or a host name.

RMD
The RMD command removes an empty directory on the remote system. Identical to the RMDIR command.

Syntax: rmd directory

Notes
The argument directory is the name of the directory or subdirectory to remove, and can contain a full path. The directory will not be removed if it contains any files.

See Also
mkdir

BYE
The BYE command ends the FTP session with the remote system, returning to the command line. Identical to the CLOSE and QUIT commands.

Syntax: bye

LDEL
The LDEL command deletes a file on the local (PC) system.

Syntax: ldel filename
Notes
If the named file exists, it is deleted on the local system. The filename can include the full path. You cannot include wild card characters.

OPSYS
The OPSYS command displays the operating system of the remote system. Identical to the SYST command.

Syntax: opsys

RMDIR
The RMDIR command removes an empty directory on the remote system. Identical to the RMD command.

Syntax: rmdir directory

Notes
The argument directory is the name of the directory or subdirectory to remove, and can contain a full path. The directory will not be removed if it contains any files.

See Also
mkdir

CD
The CD command changes the current directory on the remote system. Identical to the CWD command.

Syntax: cd [new_directory]

Notes
If new_directory is not specified, displays current directory. If new_directory is specified and exists, it changes to that directory.

LDIR
The LDIR command displays an abbreviated list of files and subdirectories on the local (PC) system.

Syntax: ldir [specifier]

Notes
If specifier is omitted, a list of the current local directory displays. If specifier is a directory, only that directory name displays (to display directory contents, use wildcard characters).
If specifier is a file name, only that file displays. A file name can include full path and standard wildcard characters (asterisk and question mark).

**OVERWRITE**

The OVERWRITE command indicates whether or not local files are automatically being overwritten during file transfers and allows the user to change this setting if desired.

**Syntax:** overwrite

**STOR**

The STOR command sends a file from the local PC to the remote system. Identical to the PUT command.

**Syntax:** stor filename [remote_filename]

**Notes**

Both filename and remote_filename can include full path specifiers. The filename must exist in OutsideView's Upload subdirectory. If remote_filename is omitted, the sent file is placed in the current remote directory.

**See Also**

get, mget, mput

**CDUP**

The CDUP command changes from the current directory on the remote system to its parent directory.

**Syntax:** cdup

**Notes**

Moves up a directory in the directory tree. This command is the same as issuing a "cd .." command.

Although this command does work on the AS/400, be aware that the host can take an unusually long time to list all the files in large directories. Increasing the timeout will allow the host enough time to create the entire list.

**LIST**

The LIST command displays a detailed list of files and subdirectories on the remote system using standard UNIX notation. Identical to the LS command.

**Syntax:** list [specifier]

**Notes**
If specifier is omitted, a list of the current remote directory displays. If specifier is a directory, a list of that directory displays. If specifier is a file name, only that file displays. A file name can include full path and standard wildcard characters (asterisk and question mark).

See Also
dir

PASS
The PASS command sends the user password for logon purposes. Used in conjunction with the USER command.

Syntax: pass password

Notes
The password argument must be included, and must correspond to the proper password for the user ID entered immediately prior with the USER command.

SYST
The SYST command displays the operating system of the remote system. Identical to the OPSYS command.

Syntax: syst

CLOSE
The CLOSE command ends the FTP session with the remote system, returning to the command line. Identical to the BYE and QUIT commands.

Syntax: close

LPWD
The LPWD (print working directory) command displays the current local (PC) directory.

Syntax: lpwd

PUT
The PUT command sends a file from the local PC to the remote system. Identical to the STOR command.

Syntax: put filename [remote_filename]

Notes
Both filename and remote_filename can include full path specifiers. The filename must exist in OutsideView's Upload subdirectory. If remote_filename is omitted, the sent file is placed in the current remote directory.

See Also

get, mget, mput

USER

The USER command is used to login to the connected remote system. Used in conjunction with the PASS command.

Syntax: user user_id

Notes

If user_id is valid, this command should be followed with a PASS command to complete the login.

CONNECT

The CONNECT command connects with the FTP server on the specified remote system. Identical to the OPEN command.

Syntax: connect name_or_address

Notes

This argument is required, specifying either an IP address or a host name.

LS

The LS command displays a detailed list of files and subdirectories on the remote system using standard UNIX notation. Identical to the LIST command.

Syntax: ls [specifier]

Notes

If specifier is omitted, a list of the current remote directory displays. If specifier is a directory, a list of that directory displays. If specifier is a file name, only that file displays. A file name can include full path and standard wildcard characters (asterisk and question mark).

See Also

dir
PWD

The PWD (print working directory) command displays the current remote directory.

**Syntax:** pwd

**Notes**

This command is identical to the CD command with no arguments.

CWD

The CWD command changes the current directory on the remote system. Identical to the CD command.

**Syntax:** cwd [new_directory]

**Notes**

If new_directory is not specified, CWD displays the current directory. If new_directory is specified and exists, CWD changes to that directory.

LLS

The LLS command displays an abbreviated list of files and subdirectories on the local (PC) system. Unlike LDIR, LLS shows only the file names of all the files in the local directory.

**Syntax:** lls [specifier]

**Notes:**

If specifier is omitted, a list of the current local directory displays.

If specifier is a directory, only that directory name displays (to display directory contents, use wildcard characters).

If you want to list a different drive or directory than the current one, the LLS function requires the wild-card characters. For example, if you are in C:\TEMP and want to list files in 'C:\', you must type the entire argument: 'LLS C:\*.*' rather than just 'LLS C:\' .

If specifier is a file name, only that file displays. A file name may include full path and standard wildcard characters (asterisk and question mark). Hidden, system files, and folders are not shown.

**See Also**

LDIR To see each file's size and creation date as well as the name, use LDIR.

QUIT

The QUIT command ends the FTP session with the remote system, returning to the command line. Identical to the BYE and CLOSE commands.

**Syntax:** quit
DEL

The DEL command deletes a file on the remote system. Identical to DELE command.

Syntax: del filename

Notes

If the named file exists, it is deleted on the remote system. The filename can include the full path. You cannot include wild card characters.

MDK

The MKD command creates a directory on the remote system. Identical to the MKDIR command.

Syntax: mkd directory

Notes

The argument directory is the name of the new remote directory, and can contain a full path.

See Also

rmdir

QUOTE

The QUOTE command sends a command to be executed on the remote system.

Syntax: quote remote_command [remote_command_argument]

Notes

This command can be used to run a program on the remote system.
IXF Receive

This dialog box is used to receive files on your local PC from the remote NonStop host using the IXF (Information Exchange Facility) protocol.

![IXF Receive Dialog Box]

- You must have an active TACL session on a NonStop host to initiate an IXF transfer.
- For your convenience, closing sessions or closing OutsideView does not reset your IXF Transmit and Receive settings. These settings remain in effect until you explicitly change them; you don't have to re-specify your connection information each time you want to transfer files.

To receive a file (or files):

1. Specify the file or files you want to receive. There are two methods you can use:
   
   a. In the Host group box, enter the location in the \Machine.$Volume.Subvolume field and the file name in the File field. Both of these fields support the use of wildcards (asterisk and question mark).
   
   b. You can easily browse the host file system using your mouse.

   *Note: Browsing of the Guardian file system requires the OVFSCAN utility to be running on the NonStop platform. Please see the System Administrators Guide for instructions on installing that utility.*

2. In the Local group box, select the target directory where the received file or files will be saved. If you are receiving a single file, you can specify its file name. Multiple files are given the same file name as on the host.

3. Set the desired options for the transfer. If you are receiving text files, make sure the Binary option is not checked.

4. Click OK to initiate the transfer.

A dialog box informs you of the status of the transfer in progress.
The transfer status dialog box can be minimized (onto the desktop) while the transfer is in process. This allows you to access other sessions within OutsideView. But the session in which the transfer is occurring is "locked" (not permitting any keyboard activity) until the transfer finishes and you exit the transfer status dialog box.
IXF Send

This dialog is used to send files from your local PC to the remote NonStop host using the IXF (Information Exchange Facility).

- You must have an active TACL session on a NonStop host to initiate an IXF transfer.
- For your convenience, closing sessions or closing OutsideView does not reset your IXF Transmit and Receive settings. These settings remain in effect until you explicitly change them; you don't have to re-specify your connection information each time you want to transfer files.
- If you attempt to send a file that has a file name that does not begin with an alphabetic character – for example, 123myfile.txt – OutsideView will add the letter "N" to the beginning of the file name. For example, this file name would now be N123myfile.txt.

To Send a File to the Host:

7. Select the target directory (where the sent file will be saved) in the Target Directory box.
   - There is a checkbox that specifies the behavior when overwriting files. If checked, files being transmitted overwrite (replace) existing host files with the same name. If unchecked, the action depends on the file type. A text file with the same name as an existing host file causes an error and cancels the transfer. A binary file with the same name as an existing host file appends to the existing host file.
   - Wildcard characters ( * and ?) are supported for both File and Hostname; all files matching the criteria will be sent.

8. Set the desired options for the transfer.
   - If you are transferring a text file, make sure the Binary option is not checked.

9. Click OK to initiate the transfer.
   - A dialog box informs you of the status of the transfer in progress. The transfer status dialog box can be minimized (onto the desktop) while the transfer is in process. Minimizing the window allows you to access other sessions within OutsideView, but the
session in which the transfer is occurring is "locked" (not permitting any keyboard activity) until the transfer finishes and you exit the transfer status dialog box.
Macros

Macro Editor

The Visual CommBASIC integrated development environment may be opened by selecting Macro/Macro Editor.... For a comprehensive guide on creating macros in the Visual CommBASIC environment please see the Visual CommBASIC Reference.
Running Macros

A Visual CommBASIC macro may be executed within OutsideView by:

- **Selecting Macro/Run Macro…**: Then selecting the desired macro and clicking Open

- **Opening a workspace with a startup macro**: See the [Workspace Defaults](#) topic for instructions how to define a workspace startup macro.

- **Opening a Session with a startup macro**: See the [Session tab](#) topic for instructions on defining a session startup macro.

- **Clicking on a toolbar button**: See the [Macro Toolbar](#) topic for instructions on mapping a macro to a toolbar button.

- **Pressing a key sequence**: See the [Keyboard Mapping](#) topic for instructions on mapping a macro to a key sequence.

- **Including the macro in the OutsideView command line**: See the [Command Line Options](#) topic for instructions on how to include a macro in the OutsideView command line.
View Macro Status

The Macro Status dialog box is accessed by selecting Macro/Macro Status…. This dialog allows you to see the status of all your macros and easily terminate an active macro. The list contains all OutsideView macros that are currently active (running).

- To terminate a macro, click on the unwanted macro, then click the Stop button.
  The macro immediately halts its execution, unloads, and is no longer listed in the dialog box.

- To leave the Macro Status dialog box at any time, click Exit.

For detailed information on Visual CommBASIC and creating macros, refer to the comprehensive Visual CommBASIC Reference.
Troubleshooting

Recovering Unavailable Components

Reopening a session is usually simple: go to File: Open Session and select the session to reopen. If one or more session components - color scheme, toolbars, or key maps - are unavailable, however, you will see warning messages when you reopen the saved file. Components are unavailable if:

- They have been deleted from the network
- They have been moved to a different location
- The network itself has gone down

**Recovering Unavailable Color Schemes and Key Maps**

OutsideView will prompt you for a decision if the color scheme or Key Map files specified within the session are unavailable.

"One or more schemes (or Key Maps) associated with this session are missing. Do you wish to restore the missing scheme/Key Map? Yes/No"

- If you answer "Yes," OutsideView will attempt to restore the missing scheme from the cache within the session file.
- If you answer "No," OutsideView will replace the missing scheme or Key Map with the default settings.

Each time this session is loaded, the whole process of trying to use the scheme specified in the session will begin again until the specified scheme becomes available or the scheme is reset to the defaults.

**Recovering Unavailable Toolbars**

You recover toolbars in a slightly different way than key maps and color schemes.

"One or more toolbars associated with this session are missing. Do you wish to restore the missing toolbars? Yes/No"

- If you answer "No," and the missing toolbar is a custom toolbar, the reference to the toolbar is deleted from the session.
- If you answer "No," and the missing toolbar is a standard toolbar, OutsideView will restore the toolbar to its default settings but will not display it.
- If you answer "Yes," OutsideView will attempt to restore the missing toolbar from the memory cache within the session file.
- If you restore the original component, for example, re-creating a deleted toolbar, save the workspace before closing it to avoid seeing the "missing component" message again.
Diagnostic Traces

A diagnostic trace file may be requested by Crystal Point Technical Support when diagnosing a problem that goes beyond basic troubleshooting. The trace file will contain all telnet traffic between your host and OutsideView for the duration that tracing is active.

If the trace file by the same name already exists, OutsideView will ask for confirmation before overwriting the file. If the answer is Yes, the saved file is overwritten. If the answer is No, the trace process is cancelled.

If any other errors occur opening a trace file, or opening and writing to a save file, then an error message displays describing the error, and the trace file setting will be turned off automatically.

To Create a Trace File

1. If there is no active session, either open a previous session or initiate a new session. Bring the session that you will run the trace on into focus.

2. Click the Session Settings button on the toolbar, or select Session: Session Settings from the menu.

3. Click the Capture link on the Category list.

4. In the Diagnostic Trace group box, click the To File checkbox. This will enable the Trace function.

5. Specify a file name. Trace information will be saved in this file. You can also click the Browse button to navigate to a different drive or directory.

6. Click the OK button. OutsideView will close this dialog box and begin the diagnostic trace.

7. Starting from a command prompt (e.g., a TACL prompt) perform the steps required to duplicate the error.

8. To terminate tracing, open the Capture dialog box once again (by following steps 2 and 3) and uncheck the To File checkbox in the Diagnostic Trace group box. This will close the trace file. The trace file will be located in the Capture folder (the default) or the folder set in step 5.

Once you have created a trace file, you can email it to our Technical Support staff (support@crystalpoint.com) as an attachment.
Contacting Support

Help us help you. Crystal Point is committed to supporting all users running the current version of OutsideView who are within 90 days of their purchase of the product or who have purchased STAR support. We strive to maintain a turnaround of one business day for help requests.

In order to maintain this high level of quality support, we ask that you help us by:

- Trying to find the solution in the online help.
- Checking the OutsideView error or session logs. These logs may have information that help identify where your problem is occurring.
- Checking our online Technical Support site. In addition to various publicly available resources, we also have a searchable AnswerBook online available to those with STAR support.
- Asking your System Administrator or Help Desk. Administrators are likely to be familiar with your particular question or problem – they’re your best source for immediate answers or solutions.
- If none of the above steps work, you or your Administrator can contact Crystal Point. Our Technical Support staff may ask you to create a trace file; for directions, you can read the section on creating a trace file.

For your convenience, there are several methods for contacting Technical Support. Voice services are available from 7:00 AM to 5:00 PM Pacific time, Monday through Friday (except holidays). You can also access our electronic services, including the AnswerBook, on our website at www.crystalpoint.com 24 hours a day, seven days a week.

Address  Crystal Point, Inc. 119515 North Creek Parkway #204 Bothell, 98011 USA
Phone     (425) 806-1143
Fax       (425) 487-3773
Session Message Log

OutsideView maintains a list of all messages, including errors, for each session. This list of messages is called the Session Message Log.

Messages consist of brief text statements plus numeric error codes for errors that occur when sessions are re-opened or closed.

To Access the Session Message Log

1. Place the desired session in focus.
2. Click the Session Messages button on the toolbar or select View: Session Log.
3. This will display the Session Message Viewer window for the current session.
4. You can now read the log or save it to disk.

The Application Message Log maintains a message list for the entire application.
Application Message Log

OutsideView maintains a log of messages for the entire application. This list of messages, including errors, is called the application message log.

To Access the Application Message Log:

1. Use the View: App Log menu command.

2. This will display the Application Message Viewer window for this instance of OutsideView.

3. You can now read the log or save it to disk.

The session message log maintains a message list for each session.
Index

A
Active Session Properties.............................................................................................................. 34
Application Message Log .............................................................................................................. 64
Application Settings ....................................................................................................................... 25
Async I/O ......................................................................................................................................... 8

C
Capture Tab................................................................................................................................... 15
Colors Tab ..................................................................................................................................... 14
Command Line Options................................................................................................................. 39
Contacting Support........................................................................................................................ 63
Cool Look....................................................................................................................................... 23
Copy/Paste .................................................................................................................................... 37
Creating Custom Toolbars............................................................................................................. 21
Creating New Sessions ................................................................................................................... 5

D
DBCS............................................................................................................................................. 37
Diagnostic Traces.......................................................................................................................... 62
Display Tab...................................................................................................................................... 12, 13

E
Emulation Tab.................................................................................................................................. 8
Environment Variables .................................................................................................................... 10, 11

F
File Transfer
FTP ........................................................................................................ 40, 41, 42, 43, 44, 45, 46
IXF........................................................................................................................................ 58, 59
Fonts
National Character Sets............................................................................................................. 37
Session Font .............................................................................................................................. 12
FTP Command Mode.................................................................................................................... 42
FTP Dialog Interface....................................................................................................................... 43
FTP Dialog Mode........................................................................................................................... 40
FTP Open Dialog........................................................................................................................... 36
FTP Settings Dialog....................................................................................................................... 41

I
Importing Root CA Certificates ...................................................................................................... 28
IO Tab............................................................................................................................................... 8
IXF Receive..................................................................................................................................... 58
IXF Send ......................................................................................................................................... 59
IXF Transmit ................................................................................................................................... 59

K
Keyboard

100
T
TAPI I/O ......................................................................................................................................... 10
TCP/IP I/O ....................................................................................................................................... 9
Toolbar Overview ........................................................................................................................... 21
Toolbars ........................................................................................................................................... 16, 21, 22, 23
Toolbars Tab ................................................................................................................................... 16
Toolbar Overview ........................................................................................................................... 21
ToolTips ......................................................................................................................................... 22
Trace ........................................................................................................................................ 62, 63
Transferring Files ........................................................................................................................... 45

U
Use Secure FTP ............................................................................................................................ 42

V
View Macro Status .......................................................................................................................... 61

W
Workspace
  Defaults ........................................................................................................................................ 24
  Properties ................................................................................................................................... 34
Using Workspaces ........................................................................................................................... 16
Workspace Defaults .......................................................................................................................... 24
Workspace Properties ...................................................................................................................... 34
Workspaces ................................................................................................................................... 17