

# RM EasyLink

User Guide

**RM EasyLink User Guide**  
**Edition 3**

**PN 0JW-933**

Copyright © Research Machines plc 2002

All rights reserved.

Microsoft, Windows and Word are registered trademarks of Microsoft Corporation.

Other trademarks appearing in this document are acknowledged as the trademarks of their respective owners.

Because our policy is to improve our products and services continually, we may make changes without notice. We have tried to keep the information in this manual complete and accurate, but we cannot be held responsible for the consequences of any errors or omissions.

Your comments are of great value to us in improving our computer systems, publications and services.

In the UK, please contact:

Research Machines plc, New Mill House, 183 Milton Park,  
Abingdon, Oxfordshire OX14 4SE.

Tel: 08709 200200

Overseas, please contact your software distributor.

Web: [www.rm.com](http://www.rm.com)

# Contents

---

---

<b>Introduction</b>	<b>1</b>
About this Guide .....	1
Conventions.....	1
About RM EasyLink.....	2
<b>Before You Start</b>	<b>3</b>
What Do I Need to Get Started?.....	3
Web Folders.....	4
Office 2000 / XP Web Publishing.....	6
Important Considerations .....	7
Security .....	7
Keeping costs down.....	7
<b>Logging On to the RM EasyLink Website</b>	<b>9</b>
<b>Working with RM EasyLink</b>	<b>17</b>
Internet Considerations .....	17
Working with Web Folders.....	17
Sharing Computers.....	19
Do not save passwords .....	19
Shut down the computer .....	19
Delete pages and links.....	19
Delete all Web Folders.....	21
<b>Troubleshooting</b>	<b>23</b>



# Introduction

---

## About this Guide

This guide covers important considerations you should make before using RM EasyLink, instructions on logging on to your establishment's RM EasyLink website and working with network files. The 'establishment' could be your school or college, for example.

## Conventions

The following conventions are used in this guide:

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

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

## About RM EasyLink

RM EasyLink enables you to use the Internet to access your home directory files and Learning Resources on your establishment's network. This could be through:

- Your computer at home or in another remote location.
- A computer at your educational establishment.
- A portable laptop that you wish to use both at your educational establishment and at home.

RM EasyLink is a website hosted at your educational establishment. To use RM EasyLink you simply log on to this website using your network username and password. You are presented with a web page that allows you to access network files that have been made available to you (for example, your home directory and your establishment's intranet).

If you intend to access RM EasyLink by physically plugging your computer into your establishment's local area network (LAN), you will need permission from your system administrator. See your system administrator for help with this.

With RM EasyLink:

- You will be able to access the network out of normal working hours and work on documents in your home directory or a shared Learning Resources folder from home, or from any computer with Internet access. You will also have access to your establishment's intranet out-of-hours.
- You no longer need to copy documents onto floppy disks to transfer files between home and your educational establishment or worry about maintaining different versions of documents.

# Before You Start

---

---

## What Do I Need to Get Started?

The computer from which you will access RM EasyLink requires the following:

- A 300 MHz or higher processor running Windows XP or 2000, with a minimum 128MB of RAM, and at least 4GB of free space on your hard disk.

or

A 150 MHz or higher processor running Windows 95, 98 or ME, with a minimum 16MB of RAM, and at least 100MB of free space on your hard disk.

- Internet Explorer (IE) 5.5 SP2/6 (or above) installed with Web Folder technology enabled (see *Web Folders* on page 4 for more information). We recommend these versions as they not only provide better access to RM EasyLink, but installing these will ensure that your computer has an improved level of security. (We also recommend that you utilise the Microsoft Windows Update facility to regularly check the security of your computer. This can be accessed from Internet Explorer. From the Tools menu, select Windows Update.)

To check your IE version, start IE and from the Help menu, select About Internet Explorer.) If you have Office 2000/XP installed, you must also ensure that you have the Web Publishing feature installed (see page 6 for more information).

- In order to be able to edit files transferred from your network, your computer will need to have compatible application software installed. If you are unsure whether your version is compatible with the version installed at the server, ask your system administrator.
- If you wish to access RM EasyLink by physically plugging your computer into the local area network (LAN), your computer needs a network card. Ask your system administrator for more information.

To use RM EasyLink remotely, you will also need:

- A modem (or ISDN card) installed. We recommend a modem speed of at least 56KB per second.
- A telephone line or ISDN line.
- An account with an Internet Service Provider (ISP).
- An account at your establishment that has been granted RM EasyLink access.

## Web Folders

RM EasyLink uses Web Folders - an Internet technology that enables you to access network files from a remote location (for example, your home). Depending on which version of Windows you have, Web Folders are *not* always a default installation option for Internet Explorer 5.5 on Windows 95 or 98.

---

**Note** If you have Windows ME, then you must ensure that Internet Explorer 5.5 Service Pack 1 (SP1) or above is installed for RM EasyLink. There is a known issue in the ME installed Internet Explorer version that prevents Web Folders from working correctly.

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

---

▶ **To check whether you have Web Folders installed in Internet Explorer 5.5 or above (for Windows 95 or 98 clients)**

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



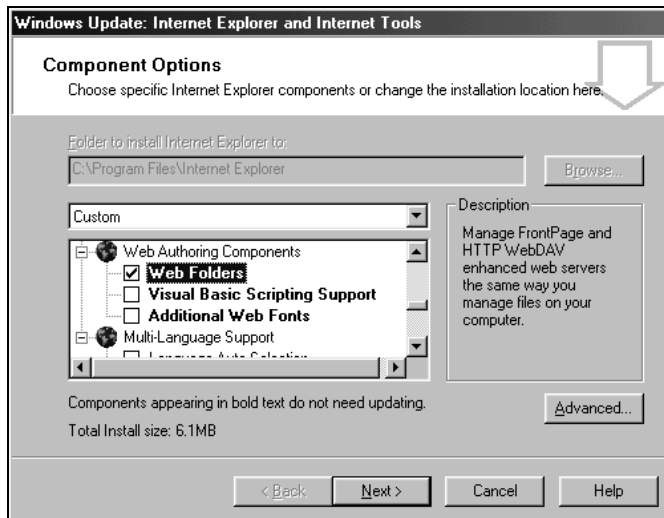
If you do not have the Web Folders component installed, you must follow the procedure below to install it. (You may be prompted for the Internet Explorer installation CD.)

► **To install Web Folders**

1. From the Start menu, select Settings, then Control Panel.
2. Choose the Add/Remove Programs icon. In the Add/Remove Programs Properties window, scroll down to find the entry for Microsoft Internet Explorer and Internet Tools. Select the entry and click the Add/Remove button.
3. Select *Add a component* and click the OK button.



4. Select (tick) the Web Folders box and click the Next button.



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

## Office 2000 / XP Web Publishing

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

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

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

1. From the Start menu, select Settings, then Control Panel.
2. Choose the Add/Remove Programs icon.
3. In the Add/Remove Programs Properties window:
  - If you have Windows 95, 98 or ME, scroll down to find the entry for Microsoft Office 2000. Select the entry and click the Add/Remove button.
  - If you have Windows XP, 2000 or above, locate the Microsoft Office 2000 entry and click the Change button.
4. Click the Add or Remove Features button.
5. Expand Office Tools, Office Server Extensions Support to display the Web Publishing feature. If there is a cross next to it, the feature is not installed. Follow the procedure below to install it.

### ► **To install the Web Publishing feature**

1. Select the Web Publishing feature and click the Update Now button. The Web Publishing component is installed on your computer.
2. When the installation is complete, click the OK button to close the installation program.

## Important Considerations

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

### Security

- Data encryption

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

- Viruses

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

- Adding your establishment as a trusted Certificate Authority

RM EasyLink uses a Server certificate to establish a secure connection to the network. The first time you log on to the RM EasyLink website, you need to make your establishment a trusted Certificate Authority on your computer (see page 13 for more information).

### Keeping costs down

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

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

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

# Logging On to the RM EasyLink Website

---

---

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

► **To log on to the RM EasyLink website**

1. Open Internet Explorer (IE).
2. In the Address box (at the top of the IE window), type the Uniform Resource Locator (URL) address of your establishment's RM EasyLink website. Your system administrator should have given this to you below:

**https://**

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

---

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

---

3. Press the Enter key.
4. The first time you log on to the RM EasyLink website, you may receive the following message warning you that you are about to connect using a secure link.



---

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

---

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



This screen tells you that the security certificate being used is valid, but IE is not familiar with the Certificate Authority that issued it.

---

**Note** The certificate was issued by your establishment (ie. they are the Certificate Authority).

---

---

## Logging On to the RM EasyLink Website

---


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

---


**Note** If your username is longer than 20 characters, you will need to enter your short username to log on to RM EasyLink. If you are unsure of your short username, ask your system administrator.

---

If you share the computer with others or are logging in from an insecure location (for example, a CyberCafe), for security reasons we recommend that you **do not** tick the *Save this password in your password list* box. (For more information on precautions you should take if you share computers to use RM EasyLink, refer to *Sharing Computers* on page 19.)



**Enter Network Password** [?] [X]

 Please type your user name and password.

Site: 213.72.189.60

Realm: 213.72.189.60

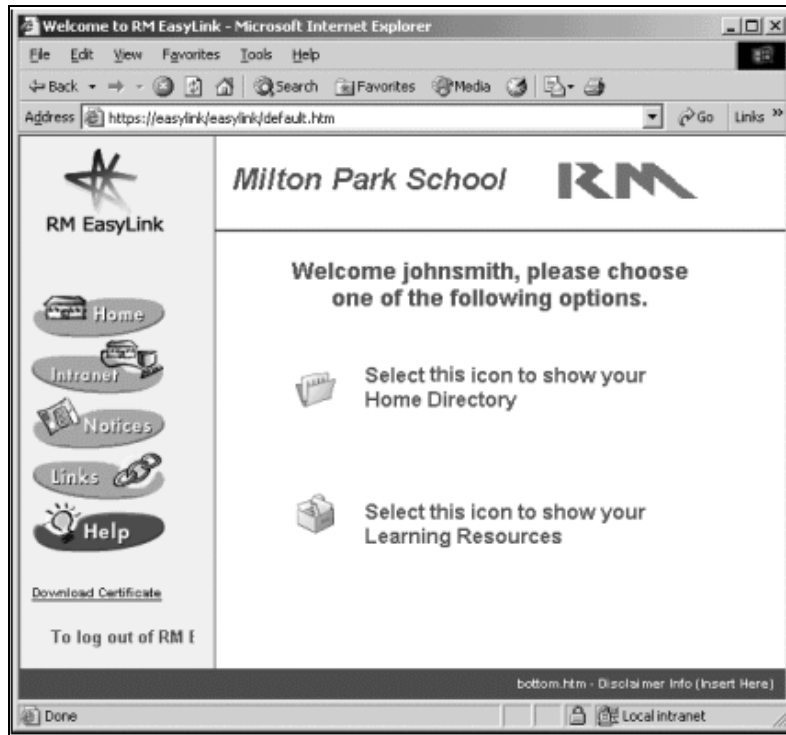
User Name:

Password:

Save this password in your password list

OK Cancel

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



This page displays a link to your home directory and any shared Learning Resources made available to you by the system administrator. It may also contain links to your establishment's intranet, notice board, and other links set up by your system administrator.

We recommend that you add the RM EasyLink home page address to Favourites. This means that you will not need to type in the full address every time you access the RM EasyLink site - you can choose it from your Favourites: From the IE toolbar, from the Favourites menu, select *Add to Favourites*.

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

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

1. On the RM EasyLink home page, choose the Download Certificate link (located bottom left of the window).
2. When prompted, save the certificate to your desktop.

---

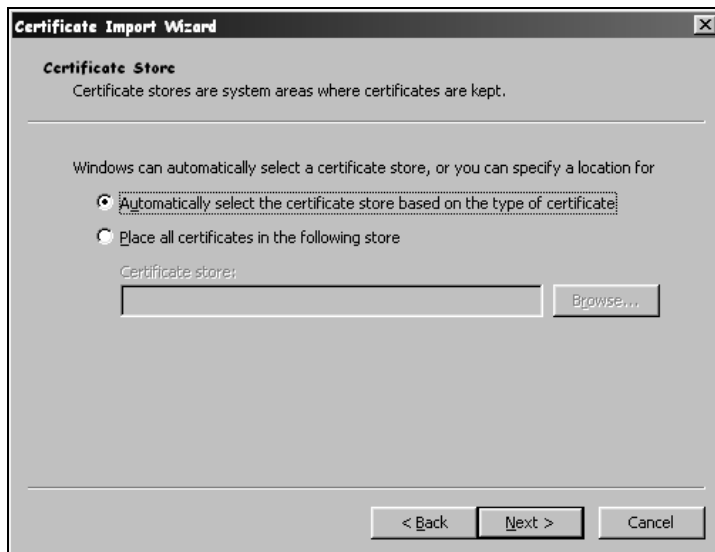
**Note** The following message may be displayed 'Internet Explorer cannot download the file certificate.crt from <Web site address>. IE was not able to open this Internet site. The requested site is either unavailable or can not be found. Please try again later.' To work around this issue, start Internet Explorer. On the View menu, click Internet Options. From the Advanced tab, select the *Do not save encrypted pages to disk* box and click OK. Now browse to the page where you received the error and select the Download Certificate link again from the RM EasyLink website.

---

3. When the download is complete, right-click the certificate (on your desktop) and choose Install Certificate.
4. The Certificate Import Wizard welcome screen is displayed. Click the Next button to continue.



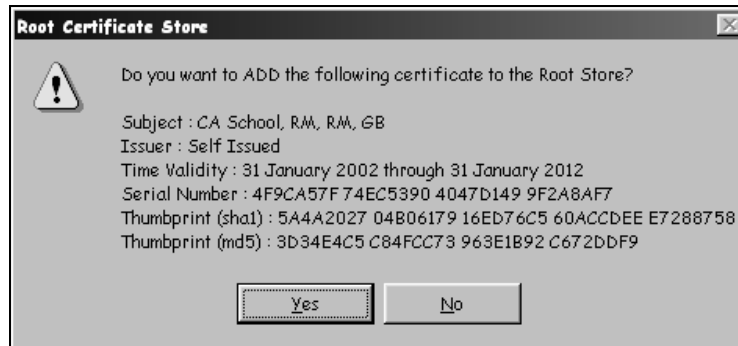
- The wizard prompts you to select a location in which to store the certificate. Keep the default (as shown below) and click the Next button.



- The Completing the Certificate Import Wizard window is displayed. Click the Finish button.



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



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





# Working with RM EasyLink

---

This section contains information about using RM EasyLink to work with files in Web Folders and advice on precautions you should take if you share computers to use RM EasyLink.

## Internet Considerations

We recommend that when using RM EasyLink over a standard modem (56K) that you make this the only interaction you have with the Internet (ie. keep all additional web surfing to a minimum). This will ensure that RM EasyLink can complete logon and file management efficiently. (Remember that the connection is via https, so all data transfer is encrypted.)

## Working with Web Folders

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

1. Log on to the RM EasyLink website as described in the previous section.
2. On the RM EasyLink home page, choose the link to the required Web Folder (for example, your home directory or Learning Resources).
3. Copy (or drag and drop) the file to your desktop to work on it. The file will be downloaded from your establishment's network onto your computer.

---

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

If the message 'Internet Explorer cannot download the file..etc' is displayed (as detailed on page 13), follow the instructions in the note on page 13 and retry the download.

---

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

4. You can now edit the file in the normal manner. (You must have the appropriate program on your computer, eg. Microsoft Word.)
5. When you are ready to upload the file to the network, connect to the Internet to work online.
6. Copy (or drag and drop) the file back to the Web Folder (for example, your home directory). If you are asked if you wish to replace the existing file, click the Yes button. Your file is copied to the network.

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

---

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

---

## Sharing Computers

If you share computers to use RM EasyLink, we recommend that you take the following security precautions.

### Do not save passwords

When you log on to RM EasyLink you are prompted for your network username and password as follows:



If you share the computer with others (or log in from insecure locations (for example, a CyberCafe)), for security reasons we recommend that you **do not** tick the box *Save this password in your password list*.

### Shut down the computer

When you have finished using RM EasyLink, you should close all of your RM EasyLink browser windows and ideally shut down the computer. If you leave browser windows open, the next user that uses the computer will have access to your shared areas.

### Delete pages and links

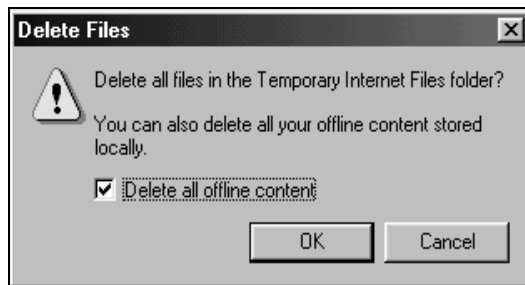
When you browse to web pages, copies of the pages and links to pages you have visited are kept on your computer's hard disk. When you have finished working at the computer, we recommend that you delete these as follows.

### ► To delete pages and links

1. From your browser, select Internet Options (usually from the Tools menu). The General page is displayed.



2. Click the Delete Files button. At the Delete Files window, tick the *Delete all offline content* box. Click the OK button.



3. From the General page, click the Clear History button.
4. Click the OK button to close Internet Options.

## Delete all Web Folders

When you use RM EasyLink to access your home directory, shortcuts to the Web Folders that you have used are created under My Computer. We recommend that you delete these as follows (the example window shown is for a Windows XP client).

► **To delete Web Folders**

1. Run Windows Explorer.
2. Double-click My Network Places.
3. Select all of the shortcuts underneath Local Network.



4. Delete the selected shortcuts.



# Troubleshooting

---

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

## ***I can't access the RM EasyLink website***

- Check your Internet connection is working properly by trying to collect your email, or browsing your normal Home Page (for example, <http://rm.com>). If you can't do this, check your modem is switched on and nobody else is using the phone line. If the modem is on, the phone line is not busy, and you can browse to other websites, then report the problem to your system administrator.
- Check the RM EasyLink website URL address as given by your system administrator on page 9.
- If you are attempting to log on to the network over the LAN and cannot access the network, contact your system administrator for advice.

## ***Logon to the RM EasyLink website is slow***

This may be because you have not added your establishment's network as a trusted Certificate Authority. Follow the procedure *To add your establishment's network as a trusted Certificate Authority* on page 13.

## ***I can't download my files***

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

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

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

### ***The username and password box keeps being displayed***

- You may have typed in an incorrect password. If you have forgotten your network password, contact your system administrator.
- Passwords are case-sensitive, check that you have typed it in correctly.

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

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

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

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

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

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

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

Click the Yes to All button.

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

In the Web Folder, right-click and select Refresh from the pop-up menu. The new folder will be displayed.

***When copying files to a Web Folder, you get the following message 'An error occurred copying some or all of the files'***

This is a general message issued by Microsoft Web Folders when the copy failed. The copy can fail for one of the following reasons:

- You are copying files to your home directory and have exceeded your allocated disk quota. You will need to delete some of the files in your home directory before any new copies will succeed.
- You are attempting to copy a file to a read-only area (for example, in a Learning Resource). The copy will fail as you do not have permission to do this.

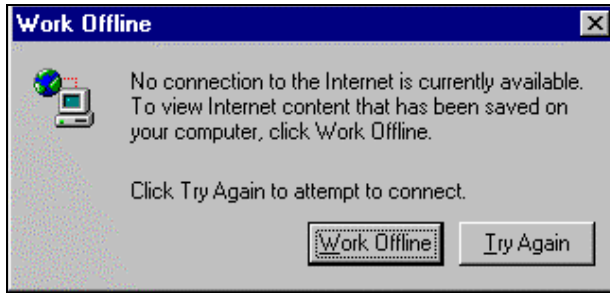
***When you create a new folder in your home directory, you get the following error from IE 'WEC Socket Notification Sink: IEXPLORE.EXE - Application Error. The instruction at 0x77fca1f9 referenced memory at 0x8d5002b7. The memory could not be written. Click OK to terminate, Cancel to debug'***

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

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

This can happen if you have an older version of Internet Explorer installed. Download and install IE5.5 SP1 (or above) to resolve this confirmed Microsoft issue.

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



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

***After opening a Web Folder, if I position my cursor in the address bar and then press the return key, I get an ftp-style view of the Web Folder (ie. files are shown in a list view only)***

Close the current Web Folder view and reopen using the link on the RM EasyLink website.

***When clicking on a link, you get the following error from IE: 'Internet Explorer cannot open <home directory> as a Web Folder. Would you like to see its default view instead?'***

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

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

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

***Copying large folder structures may result in data loss/corruption***

When a large folder structure is copied from your network to your home computer, certain files are missing or corrupted. A number of files may be named:

Mydocument (1)  
Mydocument (2)  
Mydocument (3)  
Etc.

This is a problem with Web Folders, and only occurs when downloading complex folder structures from RM EasyLink.

Avoid downloading large folder structures from your network. If you must download such information, ensure that the individual folder names within the structure are kept to a minimum. We have found that longer folder names (for example, mypicturesfolder) can cause this issue to occur more readily.

***Whenever you try to connect to RM EasyLink, your browser immediately returns a 'Page cannot be displayed' error***

Delete your Internet cache as follows:

► **To delete your Internet cache**

1. Click the Start button and select Settings, then Control Panel.
2. Double-click on Internet Options.
3. On the General page, select Delete Files. Ensure that *Delete all offline content* is selected (ticked), and click the OK button.
4. On the General page, select Clear History. Click the OK button on the warning screen.
5. Click the OK button to close the Internet Properties window.
6. Now re-try RM EasyLink.

### ***I cannot copy ASP files to a Web Folder***

When copying an ASP file to a Web Folder, the following error is returned 'An error occurred copying some or all of the selected files'.

These file types cannot be copied. The ASP extension is prohibited via RM EasyLink as a security measure. It is this that stops the upload of ASP files to your RM EasyLink Web Folders. If you wish to copy such files to the network then you should rename them to '.txt' (for example, from myfile.asp to myfile.asp.txt) and then copy the file.

### ***When logged into my home directory via RM EasyLink, if I attempt to move the My Pictures folder anywhere, then errors occur and all content (ie. pictures etc.) is lost***

Microsoft Web Folders do not recognise the special folders such as My Pictures. You should *not* attempt to move these folders from their original location. If you do, then all data you have stored there is at risk of being destroyed.

### ***When I try to use Save As from a program such as Notepad or Microsoft Word 2000 to save my file to a Web Folder (via the My Network Places icon), I get an error message***

When you first click on a link to a Web Folder (for example, your home directory), a shortcut to the root Web Folder is created under My Network Places (or Web Folders if you are using Windows 95/98). This shortcut will be entitled 'easylink on rm.myschool.location.sch.uk', or something similar. This shortcut does *not* point to your home directory, but to a folder on the server to which you have no access.

You cannot use the Save As option to save from these programs to your Web Folders. You must first save them to your local hard disk, then drag and drop them to the appropriate Web Folder at your establishment (for example, your home directory).

### ***When I log on to RM EasyLink, the main page does not show the links to my home directory or Learning Resources (that is, the main area on the web page is blank)***

Click the Refresh button in Internet Explorer. The page will display correctly.