



## WINTER 2005 NEWSLETTER

**USING KWOM'S OUTGOING MAILSERVER VIA ANOTHER ISP** – In order to receive email, your computer must prove to our incoming mailserver that you are the mailbox owner. Your email software sends your unique username and password, a process referred to as “authentication”. The incoming mail process works the same whether you connect to the Internet through KWOM or another ISP.

Sending mail is a little more complicated when you get your email and your Internet connection from different providers. To send mail, your computer “relays” the mail through an outgoing mailserver. We can only relay mail for our customers, otherwise we would be operating an “open mail relay” which is prohibited because it invites abuse by spammers. If you connect to the Internet via KWOM, our outgoing mailserver recognizes you as a customer by your IP address, and authentication with a username and password is optional. But if you connect to the Internet through another provider (DSL, cable, work, school, WiFi hotspot, etc.) you won't be able to relay through KWOM without authentication.

Solution #1 is to set up your email software with the outgoing mailserver of the ISP that connects you to the Internet, following their instructions. This doesn't change your “From” address, but any support questions regarding outgoing mail must be addressed to your connection provider. SBC pushes their DSL customers toward this solution by blocking access to any outgoing mailservers except their own. This is referred to as “port 25 blocking” because the SMTP protocol normally uses port 25. But we provide a workaround by allowing you to send mail via an alternate port which SBC does not block (see solution #2 below).

For most SBC DSL customers, the outgoing mailserver is smtp.sbcglobal.yahoo.com, and you will need to set up authentication with your SBC username and password. For Comcast users, the outgoing mailserver is smtp.comcast.net, and authentication is not required as long as you connect via Comcast.

Solution #2 is to use KWOM's outgoing mailserver, with authentication and alternate SMTP port 2525. Outlook, Outlook Express, Netscape and Apple Mail require you to enable authentication. Thunderbird has it enabled by default. For example, in Outlook Express go to Tools>Accounts, find your account in the Mail tab, and click on the Properties button. Under Outgoing Mail Server in the Servers tab, place a checkmark next to “My server requires authentication”. Then go to the Advanced tab and change the SMTP port from 25 to 2525.

If you are still using Netscape Communicator, you may need to enable outgoing authentication even if you connect through KWOM. This is due to a quirk of Communicator, which requires you to send authentication if the outgoing mailserver is capable of receiving authentication (as all modern mailservers are). The first time you send mail, Communicator will prompt you to enter your password.

**WHAT WEB BROWSER AND EMAIL SOFTWARE SHOULD I USE** – To some extent this is a personal choice, but a lot of customers ask us for a recommendation. On Windows platforms we recommend Internet Explorer and Outlook Express 6 for most people. An alternate web browser is Mozilla Firefox. Alternate email programs are Microsoft Office Outlook 2003 or Mozilla Thunderbird. On Macintosh OSX we recommend Safari and Mail. On Macintosh OS9 we recommend upgrading to OSX, but alternates include Netscape 7.01 for PowerPC, or Internet Explorer 5.1.7 and Outlook Express 5.0.6.

If you are still using Netscape 4.7 (Communicator), this has been outdated for over 5 years and is incompatible with many websites, especially secure sites. You really should upgrade to one of the recommendations or alternates listed above. We do not recommend Netscape 8 which is an AOL version of Firefox and does not include a mail program. If you are considering Netscape 8, we recommend standard Firefox and Thunderbird instead.

**GETTING YOUR MAIL AT A WIFI HOTSPOT** – Sometimes a KWOM subscriber will call us while traveling and trying to get their KWOM email at a WiFi hotspot. Typically the complaint is that our mailserver is not responding, but the real problem is that the hotspot requires a paid subscription to access the Internet. We will ask the customer to open a web browser, and typically instead of their homepage they will be redirected to the “splash screen” of the hotspot provider. This will usually contain instructions for obtaining a paid subscription and logging onto the hotspot.

**CANNOT FIND SERVER** – Sometimes we get calls from subscribers who see “Cannot find server” at the top of Internet Explorer. Usually at the bottom of the page you will see “Cannot find server or DNS Error”. Then we wait for the inevitable question. “You’re my server, right? Why can’t you be found?” It’s enough to make a tech support person answer the phone “Hello, my name is KWOM, and I’ll be your server today. Our specials are ...” (just kidding)

KWOM is an Internet Service Provider, not to be confused with a “server” which is a networked computer that provides services. In this case, Internet Explorer is referring to the webserver that hosts the website you were trying to display. First, Internet Explorer takes the website address or “URL” that you typed, and asks a DNS server to look up the numeric IP address of the webserver. Then it tries to contact the webserver and download the page you specified. If the problem is just with the one website, you may have mis-typed the URL, or the website may no longer exist, or the webserver may be having technical problems. If you can’t display any websites, the problem may be with your Internet connection.

If you get a webpage with an error message like “File not found” or “HTTP 404” or “Internal server error”, this means you reached the webserver and are viewing an error page it sent you. The problem is not with your Internet connection. The page you requested is not a valid page at that website, or there is a problem with a program or “script” on the server written to provide dynamic web content.

**DSL FILTERS** – If you have ADSL, it is important to install a DSL filter on all devices throughout your house or business that connect to the same phoneline as the DSL. This includes phones, FAX machines, cable boxes, TIVOs, credit card machines, etc. The only device that connects directly to the phone jack is the DSL modem.

If you have 2-line jacks and DSL is lineshared on line 2, you must use special 2-line filters. If DSL is on line 1, you can use regular 1-line filters. There are also filters that can be installed over wallphone plates. Whenever you add a new phone, FAX, etc. on the DSL line, make sure to use a filter. If you need more filters, contact KWOM and we will mail them to you. Each filter loads down your phoneline a bit, and if you need more than 5 filters you may want to consider having a telephone installer put in a whole-house filter and an unfiltered jack for your DSL modem.

Note that you cannot use 2 DSL modems on the same line. If you have multiple computers, use a router.

**THINGS THAT ANNOY WEBSITE VISITORS** – One of the large webhosting companies had a market research firm survey website users for their pet peeves. None of these should be a big surprise, yet many small and even large businesses include these annoying characteristics on their websites.

Here are the pet peeves and the percent of people who rated them annoying or extremely annoying:

- Pop-up ads (93%)
- Requiring the installation of extra software to view the site (89%)
- Dead links (86%)
- Requirement to register and log-on before viewing the website (83%)
- Slow-loading pages (83%)
- Content that is out of date (82%)
- Confusing navigation – hard to find pages, too many clicks (84%)
- Ineffective site search tool (80%)
- No contact information available – web form only (75%)
- Inability to use the browser’s “back” button (76%)
- Overdone sites – unnecessary splash/flash screens or animation (69%)
- Text that moves (60%)
- Music or other audio that plays automatically (52%)
- Poor appearance – colors, fonts, format (55%)

#### **WHERE TO DOWNLOAD NETSCAPE 7 –**

Mac OS9: <http://ftp.netscape.com/pub/netscape7/english/7.01/mac/macos8/sea/Netscape-mac-full.bin>

Mac OSX: <http://ftp.netscape.com/pub/netscape7/english/7.2/mac/macosx/sea/Netscape-MachO.dmg.gz>

Windows: <http://ftp.netscape.com/pub/netscape7/english/7.2/windows/win32/NSSetup.exe>

#### **WHERE TO DOWNLOAD FIREFOX AND THUNDERBIRD –**

<http://www.mozilla.org>