

Click![™] User's Guide
for Windows
Version 1.0.3

Copyright Copyright © 2004 by Sericon Technology Inc.

All rights reserved. All text and figures included in this publication are the exclusive property of Sericon Technology Inc. ("Sericon" or "SERICON") or its licensors, and may not be copied, reproduced, or used in any way without the express written permission of Sericon. Information in this document is subject to change without notice and does not represent a commitment on the part of Sericon. Although the information in this document has been carefully reviewed, Sericon does not warrant it to be free of errors or omissions. Sericon reserves the right to make corrections, updates, revisions or changes to the information in this document.

UNLESS OTHERWISE EXPRESSLY STATED BY SERICON, THE PROGRAM DESCRIBED IN THIS DOCUMENT IS PROVIDED "AS IS" AND WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL SERICON BE LIABLE TO ANYONE FOR SPECIAL, COLLATERAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LOST PROFITS, DATA, OR SAVINGS, ARISING OUT OF THE USE OF OR INABILITY TO USE THIS PROGRAM.

Patents Sericon may have patents or pending patent applications covering subject matter in this document. The furnishing of this document does not give you any license to these patents except as expressly provided in any written license agreement from Sericon.

Trademarks DigitalToGo, Click!, and the product logos are trademarks of Sericon in Canada, the United States, and/or other countries.

This document may also contain registered trademarks, trademarks, service marks and/or trade names that are owned by their respective companies or organizations. Sericon disclaims any responsibility for specifying which marks are owned by which companies or organizations.

Feedback If you have any comments or suggestions about this document, please send them via e-mail to doc@sericontech.com.

Your comments should pertain only to Sericon documentation. For product support, please contact support@sericontech.com.

Last updated December 1, 2004

Contents

Welcome	4
About This Guide	5
Learning About Sericon Products	6
1 Introducing Click!	7
What is Click!?	8
How can Click! help you?	9
Understanding How Web Sites Work	11
2 Installing Click!	13
Before You Install	14
Install Click!	15
3 Setting Up Click!	18
Configuring the Router	19
Choosing a Port	20
Defining Users and User Groups	22
Determining the URL of Your Web Site	29
Setting File Display Options	30
Setting Web Site Display Options	32
Updating License Information	34
4 Running Click!	35
Viewing Click! Status	36
Starting and Stopping Click!	37
Tracking Visits to Your Web Site by File	38
Tracking Visits to Your Web Site by User or Activity	40
Modifying the Configuration	42
Changing Default User Preferences	43
Tips for Running Your Web Site	44
5 Navigating the Web Site	45
6 Frequently Asked Questions	48
Index	54

Welcome

In this chapter

- “About This Guide” on page 5
- “Learning About Sericon Products” on page 6

About Sericon Technology

Sericon Technology is an independent software vendor that develops secure and easy-to-use products. We help people and businesses use digital media to communicate better. Our corporate headquarters are in Toronto, Canada.

Learn more at www.sericontech.com.

About This Guide

Purpose

This guide is your starting point for learning how to use and manage Click!™ software. It describes how to install, set up, and use Click! and some troubleshooting tips.

What you should already know

This guide assumes that you are already familiar with downloading, installing, and running software and browsing the Internet.

Organization

- Chapter 1** “Introducing Click!” describes Click! and explains how it works.
- Chapter 2** “Installing Click!” describes how to download and install Click!.
- Chapter 3** “Setting Up Click!” explains how to set your Click! preferences and how to configure your router, if relevant.
- Chapter 4** “Running Click!” explains how to manage your Click! installation.
- Chapter 5** “Navigating the Web Site” describes how visitors navigate the Web site created by Click!.
- Chapter 6** “Frequently Asked Questions” includes troubleshooting tips and answers to frequently asked questions.

Typographical conventions

Typeface	Meaning	Example
Courier	The names of files and folders and on-screen computer input.	<code><working files folder>\logs</code>
<i>Italics</i>	<ul style="list-style-type: none"> ◆ Book titles, new words or terms, or words to be emphasized ◆ Variables—replace with a real name or value 	<i>port</i>
Bold Sans Serif	◆ Names of GUI elements that you type in or click.	Click OK .

Learning About Sericon Products

World Wide Web

The latest information about all supported releases of any Sericon product is available on the Sericon Web site at <http://www.sericontech.com>.

If you have problems accessing the Sericon Web site, contact support@sericontech.com.

Technical support

Contact Sericon Technology for technical support by e-mail at support@sericontech.com.

Documentation

Documentation for Sericon products is available in PDF format on the Sericon Web site at <http://www.sericontech.com>.

Feedback

If you find an error in any Sericon documentation, or if you have a suggestion for improving it, please let us know. Contact doc@sericontech.com.

What to read next

Learn about Click!, as described in Chapter 1, “[Introducing Click!](#)”.

1

Introducing Click!

Click!TM software is a Web server. It automatically creates Web pages that link to images and other files in your computer. Each Web page your visitors see is a mirror of a folder under the shared files folder on your computer. These Web pages make up a Web site, which any authorized user can access over the Internet.

- Contents
- “What is Click!?” on page 8
 - “How can Click! help you?” on page 9
 - “Understanding How Web Sites Work” on page 11

What is Click!?

Click! is the easiest way to create your own Web site.

There's no need to:

- learn how to install and configure a Web server
- learn HTML and other technical skills necessary for creating a Web site
- upload pictures one at a time to a publicly hosted Web site

Your files remain safely on your computer, and you can keep track of visits and visitors to your Web site.

Sharing computer files

Sharing files between computers has evolved:

- In the early days of personal computers, there was no direct communication between computers. To move a file from one computer to another, you had to copy the file to diskette, remove the diskette from the first computer and insert it in the second computer, and then copy the file to that computer.
- Next, computers on a local area network (LAN) could have mapped drives. Information on the mapped drives is shared among other computers on same LAN.
- Now, instead of sharing a folder or files over a LAN, you can use Click! to share these over the entire Internet. It's easy to set up and run.

How can Click! help you?

Example 1: Home use

Suppose you use a digital camera to take pictures that you download to your computer. Next you want to share these pictures among friends and family, so you weigh the alternatives:

Share Pictures By...	Advantages and Disadvantages
e-mailing them	Since new digital cameras offer increasing resolution, the file size of images balloons. Disadvantage: Sending pictures as e-mail attachments clogs e-mail account inboxes and takes a long time to download.
posting them to a publicly hosted Web site	Disadvantages: <ul style="list-style-type: none"> ◆ Uploading pictures to a publicly hosted Web site is very time-consuming. There are space limitations, which means you must constantly remove old pictures to add new ones. ◆ Unauthorized people can access your personal pictures.
hosting your own Web site	Disadvantage: Installing, configuring, and running your own Web server is too difficult technically for most computer users.
using Click!	Advantages: <ul style="list-style-type: none"> ◆ Easy to install and set up. ◆ No size limit: share as many files as fit on your computer. ◆ Files are safely on your computer. ◆ You control who has access to your pictures.

Example 2: Photo studio

A photo studio wants to share proofs with clients.

Example 3: Musical band

A band wants to share pictures, songs, and videos from concerts with its fans. Fans can download songs and video clips from concerts.

Example 4: Travelers

People often need access to files on their home computers when they are travelling on business or on vacation. It is easier to use Click! than products such as Symantec pcAnywhere or Microsoft NetMeeting, which require installation and configuration on the computer at the travel destination. To access your files using Click!, you require only that a browser is installed on that computer, which means that you can use any computer, even one in an Internet cafe, to access files on your home computer.

Note: Unlike Symantec pcAnywhere or Microsoft NetMeeting, with Click! you cannot change files on your home computer.

How does Click! work?

Before installing Click!:

- 1 Create pictures, videos, or record sound clips using a digital camera, video camera, or audio recorder.
- 2 Download the digital files to your computer.
- 3 Make sure that all digital files you want to share are under one or two folders on your computer. These folders should not contain any files that you do not want to share.
- 4 Verify that you have a broadband (high-speed) Internet connection.

Install and set up Click!:

- 5 Install Click!, as described in Chapter 2, “Installing Click!”.
- 6 Set up user accounts for visitors to your site, and send the Web site address and user account information (user name and password) to the visitors whom you want to visit your Web site, as described in Chapter 3, “Setting Up Click!”.

Run Click!:

- 7 A visitor to your Web site logs in, using the user name and password you assigned. Visitors can access all the files in the folder or folders you specified during installation. The files are organized in the same way that they are organized on your computer. For information on how visitors can navigate your Web site, see Chapter 5, “Navigating the Web Site”. Note that this information is also available on the Sericon Web site at <http://www.sericontech.com>.
- 8 You can track visits to your Web site, as described in Chapter 4, “Running Click!”.

Understanding How Web Sites Work

IP address Every computer on the Internet has an IP address. An IP address is a set of numbers, such as 123.45.67.89, which represents a point on the Internet. A computer uses an IP address to find another computer on the Internet. Since IP addresses are lists of numbers, they are a natural way for computers to communicate with each other; however, IP addresses are difficult for people to remember and use: people remember and work better with words.

DNS The domain name system (DNS) helps people find computers using words, specifically names.

When you type an address in your Web browser, you generally type in a domain name, e.g. `www.sericontech.com`. The Web browser contacts a *domain name server* on the Internet for information on how to translate the domain name (word) into the IP address (number). A domain name server contains information mapping domain names to corresponding IP addresses.

Why is this important? In a home environment, an IP address is assigned to your computer by your ISP (Internet Service Provider). Usually, you are not aware of your computer's IP address. You can use your computer to send e-mail and browse the Internet without knowing this information. Your IP address becomes important only when you want your friends and family to connect to your computer, for example, to view your Web site. You can find out your computer's IP address, as described in “[Determining the URL of Your Web Site](#)” on page 29, and share that with your friends and family. However, it is better to have a meaningful word, instead, which is easier to remember: this is a domain name.

IP addresses can change In addition, ISPs can change the IP address assigned to a particular home computer. This happens because there are a limited number of IP addresses available, and the ISP assigns and reassigns them according to demand. Again, you are usually not aware that your computer's IP address changes. When you connect to the Internet from your home computer, you may not always use the same IP address. This does not affect your ability to send e-mail or browse the Internet. It is generally an issue only if you run a Web site from your home computer.

What is dynamic DNS resolution?

If your computer's IP address keeps changing, you may wonder how it can be mapped to a domain name so that visitors to your Web site can find it.

Some companies offer *dynamic DNS resolution* services to solve this problem. These companies have a client application that you install on your home computer that always communicates with the company and keeps it informed of any changes to the home computer's IP address. The company then makes sure to update your domain name with the current IP address.

When you are running a Web site from home, it is important to have a dynamic DNS solution so that when visitors type in the domain name of your Web site, it is correctly mapped to your computer's IP address.

Solutions Click! supports two methods for obtaining a domain name and providing dynamic DNS resolution:

- **ClickMyPictures domain:** We provide you with a sub-domain name that is part of our `ClickMyPictures.com` domain (e.g. `your_name.ClickMyPictures.com`), and

we provide dynamic DNS resolution for your Web site. You choose the sub-domain name you want (i.e. the *your_name* portion that precedes `.ClickMyPictures.com`) when you register Click! and obtain a license.

- Choose your own domain: You register your own domain name, e.g. `www.your_name.com`.

	Advantages	Disadvantages
ClickMyPictures domain	<ul style="list-style-type: none"> ◆ set up domain name and dynamic DNS resolution automatically for you ◆ no additional cost 	<ul style="list-style-type: none"> ◆ limited to a domain at <code>ClickMyPictures.com</code>
Choose your own domain	<ul style="list-style-type: none"> ◆ pick your own domain name (subject to availability) 	<ul style="list-style-type: none"> ◆ additional cost for registering your own domain name ◆ need to set up dynamic DNS resolution

- If you want to consider using your own domain name, keep reading.
- Otherwise, if you want to use the ClickMyPictures domain, you can skip to “Determining the URL of Your Web Site” on page 29.

How do I set up my own domain name and dynamic DNS resolution?

Most dynamic DNS resolution companies will register your domain name for you in addition to providing you with dynamic DNS resolution services. You can search on the Internet to find appropriate companies.

A dynamic DNS resolution client application is built into Click!. Although you can register a domain name on your own and use any kind of dynamic DNS resolution solution, we recommend that you use the same one as Click!. If you use the same dynamic DNS resolution company as Click!, you will not need to install and run a separate client application. For more information, contact <http://www.no-ip.com>.

Note: For the beta version, if you choose your own domain, you will still need to install and run a separate client application.

2

Installing Click!

In this chapter

- “Before You Install” on page 14
- “Install Click!” on page 15

Before You Install

Before you install Click!, make sure that your computer meets the following requirements:

Software requirements

- One of the following operating systems is installed: Windows 95, Windows 98, Windows 2000, Windows XP, Linux, Solaris.
- A Web browser is installed.

Additional requirements

- A permanent high-speed Internet connection, such as DSL or cable modem.
- One or two folders containing the files to share, generally image, video, or audio files.

Tip: It is useful to organize the files to share into sub-folders by subject and/or file type.

- A valid license. To obtain a license, contact Sericon Technology at <http://www.sericontech.com/beta>.
- Click! requires that Java 1.4.x is installed. There are two versions of Click! that you can download from the Sericon Technology Web site: one version copies Java onto your computer, and the other version does not. Before deciding which version of Click! to download, check whether Java is already installed, and if so, which version:
 - 1 Check which version of Java is installed:
 - i Click **Start > All Programs > Accessories > Command Prompt**.
 - ii In the **Command Prompt** window, type: `java -version`.
 - iii Press the `Enter` key.
 - 2 See which version of Java, if any, is returned.
- If Java version 1.4.x is already installed, you can download the version of Click! without Java from the Sericon Technology Web site.
- If you have trouble checking your version of Java, or are not sure whether you already have it installed or which version, you can download the version of Click! that includes Java from the Sericon Technology Web site.

Install Click!

Before you install Click!, make sure that your computer meets the requirements described in “Before You Install” on page 14.

To install Click!:

- 1 Download the appropriate file from <http://www.sericontech.com>.
 - `Click-version_number.zip` does not include Java 1.4.x, and assumes that it is installed separately on your computer.
 - `ClickJava-version_number.zip` includes Java 1.4.x, so that you do not need to install it separately on your computer.

Version_number is the latest version number of Click! available on the Web site.

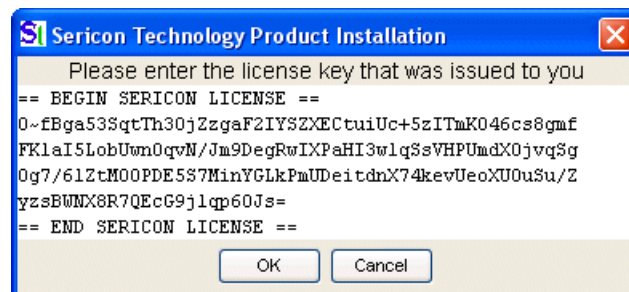
Note: Before deciding which file to download, you should check which version of Java is installed on your computer, as described in “Before You Install” on page 14.

Tip: If you are not sure which file to download, you should download the file with Java, `ClickJava-version_number.zip`.

- 2 The file is a zipped file in `.zip` format. Double-click the downloaded file to use WinZip or another file zip program to unzip it to the directory that will be the installation directory. Note that a file zip program is included by default with Windows XP.

Note: If no file zip program is installed on your computer, you can download a free trial version of WinZip from <http://www.winzip.com>.

- 3 Double-click `<installation directory>\Click.bat`.
- 4 Enter the license key you received by e-mail, and click **OK**. Include the lines with BEGIN SERICON LICENSE and END SERICON LICENSE. The license looks something like the following:



Tip: You can copy the license key from the e-mail message and paste it into the text box.

Note: If you enter a license key that is not valid, you are prompted to re-enter the license key.

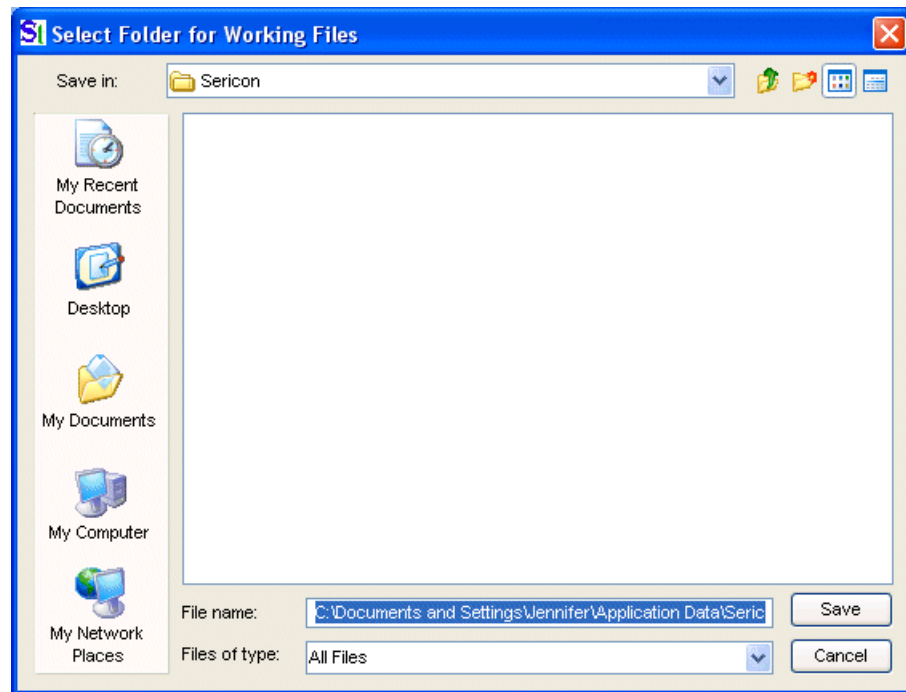
If you do not have a valid license, click **Cancel** to exit the installer.

- 5 The Click! license agreement, version number, and license information are displayed.

- To install Click!, you must accept the terms of the license agreement by clicking **Yes**. If you click **No**, the installation program will close.
- Confirm the Click! version and license information.
 - If the displayed information is correct, click **Yes**.
 - If the displayed information is incorrect, click **No**, and contact Sericon Technology at support@sericontech.com for assistance.

Note: If you click **No**, the installation program exits.

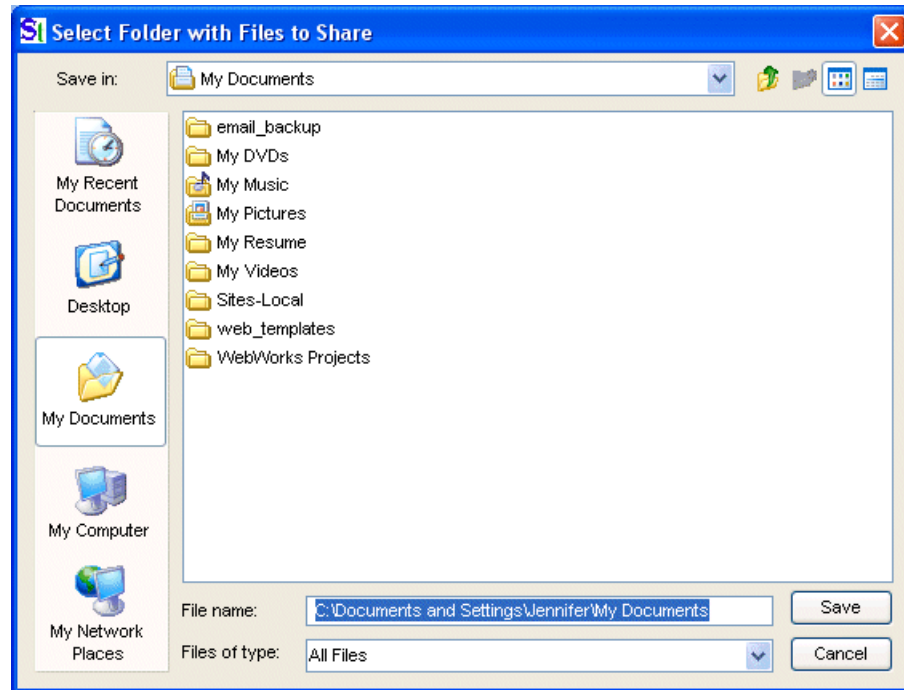
- 6 Specify the working files folder. This is where thumbnails and some Click! configuration information, such as user information and log files, will be stored.



Click **Save**.

- 7 Specify the media folder. This is where your pictures and other media to share are stored.

Tip: Make sure the only files in this folder are those you want to share with visitors.



Click **Save**.

- 8 A message box prompts you to specify another folder with files to share.
 - To share the contents of another folder, click **Yes**, and browse to this folder.
 - If you do not want to share the contents of another folder, click **No** to start installing.

The installation is complete. Click! starts running and the control panel opens.

Note: When Click! starts, it opens a Web browser and points to your Web site. If a Web browser window is already open on your computer, it may be redirected to your Web site.

Even though Click! is now installed, no one, including you, can access your Web site until you use the control panel to define users, as described in Chapter 3, “[Setting Up Click!](#)”. Since many security breaches in software products are due to hackers breaking in using the programs’ default user names and passwords, Click! does not include any default users who are already set up. This increases security, so that only users you define can access your Web site.

3

Setting Up Click!

In this chapter

- “Configuring the Router” on page 19
- “Choosing a Port” on page 20
- “Defining Users and User Groups” on page 22
- “Determining the URL of Your Web Site” on page 29
- “Setting File Display Options” on page 30
- “Setting Web Site Display Options” on page 32
- “Updating License Information” on page 34

Configuring the Router

Introduction

- If you do not have a router, skip this section.
- If you are not sure if you have a router, read this explanation below.
If your house has multiple computers connected to the Internet, then you probably have a router. A router is a special kind of computer that links between your home computers and the Internet. It is a piece of hardware that you need to configure. If you are not sure whether you have a router, then you probably do not, and you can skip this section. It is also possible that you have a router even if you only have one computer at home.
- If you *do* use a router to connect to the Internet, there are some extra steps you need to take. Keep reading.

How a router works

When you connect to the Internet, the router is the gatekeeper between your home computers and the outside world, which generally means the Internet.

Note for beta users: This section will eventually contain instructions on how to configure common routers.

Choosing a Port

A *port* is a logical connection place that a computer program uses to communicate with other computers.

Software that runs a Web site, such as Click!, is commonly known as a Web server. Port 80 is the default port that most Web servers use to communicate with the computers that connect to it.

Ports and ISPs

Some Internet service providers (ISPs) prohibit home customers from running Web sites, because this increases the amount of data that flows on the ISP's cable or DSL lines.

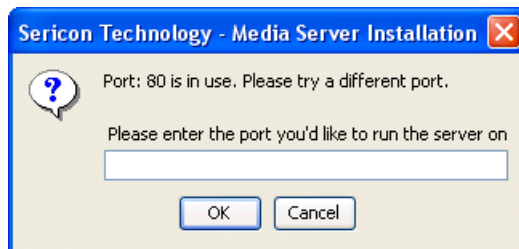
In order to check that its customers are not running Web sites, ISPs may monitor port 80 of its customers' computers. If you are running Click! from home, you may want to consider changing the port from its default setting of 80 in order to avoid detection by your ISP.

What is a port conflict?

A software program that uses a port “binds” the port, so that no other software program can use it. This means that two software programs running on the same machine should have different port numbers. By default, in Windows, Click! uses port 80. If another software program on your computer is running port 80, you should change the port of one of the programs.

Is there is a port conflict?

If after double-clicking `Click.bat` to start Click!, you get an error message similar to the following, it means that port 80 is already in use by another software program, for instance, by another Web server.



If there is a port conflict on your computer, you need to change the port Click! uses, as described below.

To change the port when starting Click!:

- 1 Enter a new port number.

Note: A port can be any number between 0 and 65535.

- 2 Click **OK** to change the port.

To change the port if Click! is already running:

- 1 Click the **Settings** tab.
- 2 Under **Network Settings**, enter a number for the **Server Port**.

Note: A port can be any number between 0 and 65535.

- 3 Click **Save** to save to your changes.

Non-default ports in URLs

If you are using Click! with a port other than port 80, you need to change the URL (Uniform Resource Locator) that you provide to your visitors, in the following format:

ClickMy Pictures domain `http://www.your_name.ClickMyPictures.com:port_number`

For example, if the URL for your Web site is

`http://www.smith.ClickMyPictures.com` and you use port 123, then the URL to provide to your visitors is `http://www.smith.ClickMyPictures.com:123`.

Your own domain name `http://www.web_site_name:port_number`

For example, if the URL for your Web site is `http://www.my_web_site.com` and you use port 123, then the URL to provide to your visitors is

`http://www.my_web_site.com:123`.

For information on the URL to provide to visitors, see “[Determining the URL of Your Web Site](#)” on page 29.

Defining Users and User Groups

Once Click! is installed, no one, including you, can access your Web site until you define users, as described in Chapter 3, “[Setting Up Click!](#)”. Since many security breaches in software products are due to hackers breaking in using the programs’ default user names and passwords, Click! does not include any default user who is already set up. This increases security, so that only users you define can access your Web site.

Tip: Since no default user is created by default, you should create a unique user ID for your own use, so that you can visit your own Web site and experience it as your visitors do.

You install and run Click! so that you can share your files with others over the Internet. You can organize these visitors in two ways, by user and by user group:

- A *user* is a visitor who logs into your Web site to share your files. A user can belong to one or more groups of users, as described below.

Tip: You should create a unique user ID for each person who will visit your Web site. This enables you to track information about each visitor, such as which pictures were viewed and which comments were added, if any. For additional information about tracking information about visitors, see “[Tracking Visits to Your Web Site by File](#)” on page 38.

- A *user group* represents one or more users. It defines the *permissions* of its users on your Web site. For example, you can set up one group of users who are allowed to view family pictures, and another group of users who are allowed to view pictures of soccer games.

Adding Users

When you add a user, you must define a user name. To increase security, you should add a password for each user. This way, even if the user name is publicized, your Web site is still secure from unknown visitors.

To add a new user:

- 1 In the control panel, click the **Users** tab.
- 2 In the **Users** box, click the **New** button.

The User Information dialog box opens.

- 3 Enter the following information:
 - **User Name:** The name this visitor uses to visit your Web site (mandatory).
 - **Password:** The password for this user to enter your Web site. If no password is specified, then this user cannot use a password when logging into your Web site.
 - **Full Name:** The user's full name (optional).
 - **E-mail of User:** The user's e-mail address (optional).
 - **Select any applicable groups:** Any groups to which the user belongs (optional). Note that you can only add users to a group once you have defined the group, as described in ["Adding User Groups"](#) on page 25.
- 4 Click **Save** to save information about the new user and close the dialog box.

Editing Users

You can change the settings for an existing user.

To edit an existing user:

- 1 In the control panel, click the **Users** tab.
- 2 In the **Users** box, click an existing user to select it.
- 3 Click the **Edit** button.

The User Information dialog box opens.

The screenshot shows a dialog box titled "User Information". It contains the following fields and controls:

- User Name:** jennifer
- You may change the password for this user:** [password field with asterisks]
- (Optional) Full Name:** [empty text box]
- (Optional) Email of User:** [empty text box]
- (Optional) Select any applicable groups:** [empty text box]
- Buttons:** Save, Cancel

- 4 You can modify the following information (all optional) for the specified user:
 - **Password:** The password for this user to visit your Web site.
 - **Full Name:** The user's full name.
 - **E-mail of User:** The user's e-mail address.
 - **Select any applicable groups:** Any groups to which the user belongs (optional). Note that you can only add users to a group once you have defined the group, as described in "Adding User Groups" on page 25.
- 5 Click **Save** to save your changes to the user information and close the dialog box.

Deleting Users

If you want to prevent someone who previously had access to your Web site from visiting it, you can delete the corresponding user name.

To delete an existing user:

- 1 In the control panel, click the **Users** tab.
- 2 In the **Users** box, select an existing user.
- 3 Click the **Delete** button.

A message asks whether you really want to delete the selected user.

- 4 Click **Yes**.

The user is removed from the list of users and from any user groups to which the user belongs.

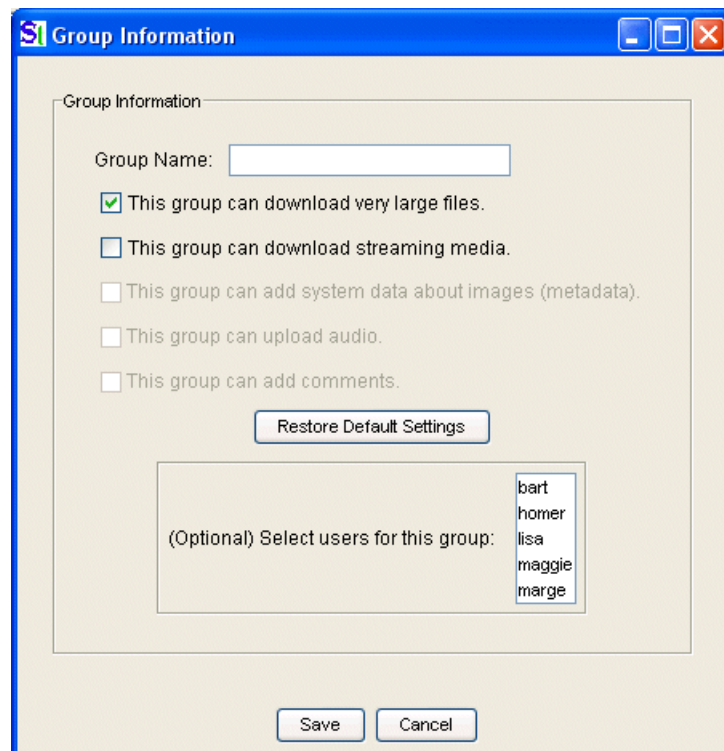
Adding User Groups

You create a user group to assign permissions to the users in the group. For example, you can create one user group that is allowed to download images at their original size, which is ideal for printing, while you can create another user group that is allowed to download streaming media, such as audio and video files. This means that the visitor does not have to wait to download a large file before seeing the video or hearing the sound. Instead, the media is sent in a continuous stream and is played as it arrives.

To add a new user group:

- 1 In the control panel, click the **Users** tab.
- 2 In the **Groups** box, click the **New** button.

The Group Information dialog box opens.



- 3 Enter or specify the following information:
 - **Group Name:** The name of the group for which you are defining a set of permissions. Since this name is not accessible to users, you can use any name that is convenient, for example: `soccer`, `family`.
 - **This group can download very large files:** When a visitor views an image on your Web site, the image is resized so that a Web browser can display it quickly. If you want to enable visitors in this group to be able to download and print the original, higher-quality pictures, select this check box.
 - **This group can download streaming media:** Visitors in this group can either save audio and video files or stream them. This means that the visitor does not have to wait to download a large file before seeing the video or hearing the sound. Instead, the media is sent in a continuous stream and is played as it arrives.
 - **This group can add system data about images (metadata):** *This feature is not available in this release.*
 - **This group can upload audio:** *This feature is not available in this release.*
 - **This group can add comments:** *This feature is not available in this release.*
- 4 If you want to restore the default settings (permission to download very large files, only), click the **Restore Default Settings** button.
- 5 In the **Select users for this group** box, select the users for this group. To remove a user from the group, click the user so that it is no longer selected. You can use the `Shift` and `Ctrl` keys to select multiple users.
- 6 Click **Save** to save information about the new user group and close the dialog box.

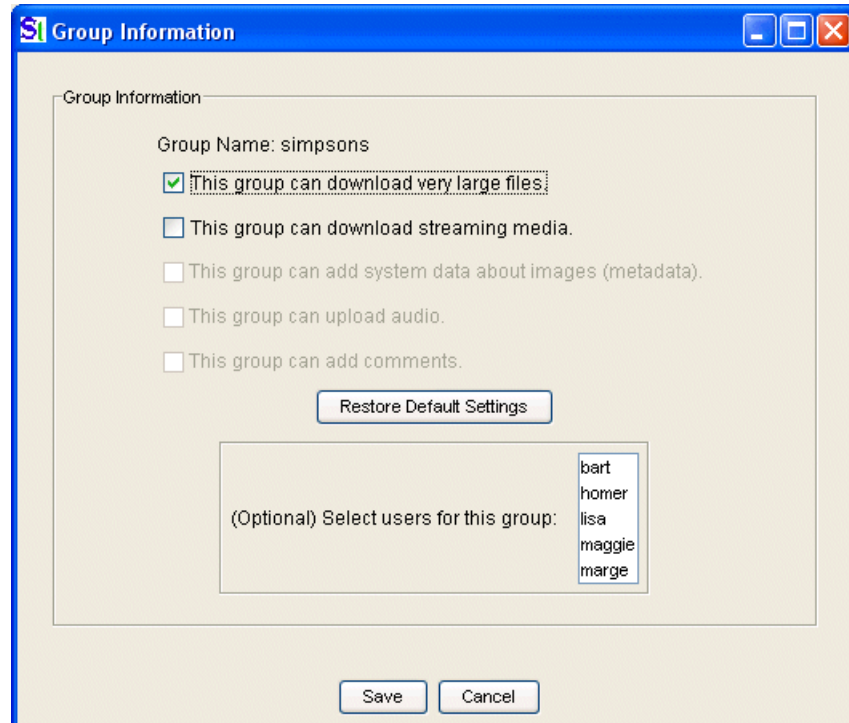
Editing User Groups

You can change the settings for an existing user group.

To edit an existing user group:

- 1 In the control panel, click the **Users** tab.
- 2 In the **Groups** box, select an existing user group.
- 3 Click the **Edit** button.

The Group Information dialog box opens.



- 4 You can modify the following information for the specified user group:
 - **This group can download very large files:** When a visitor views an image on your Web site, the image is resized so that a Web browser can display it quickly. If you want to enable visitors in this group to be able to download and print the original, higher-quality pictures, select this check box.
 - **This group can download streaming media:** Visitors in this group can save audio and video files or stream them. This means that the visitor does not have to wait to download a large file before seeing the video or hearing the sound. Instead, the media is sent in a continuous stream and is played as it arrives.
 - **This group can add system data about images (metadata):** *This feature is not available in this release.*
 - **This group can upload audio:** *This feature is not available in this release.*
 - **This group can add comments:** *This feature is not available in this release.*
- 5 If you want to restore the default settings (permission to download very large files, only), click the **Restore Default Settings** button.
- 6 In the **Select users for this group** box, select the users for this group. To remove a user from the group, click the user so that it is no longer selected. You can use the **Shift** and **Ctrl** keys to select multiple users.
- 7 Click **Save** to save your changes to the user group and close the dialog box.

Deleting User Groups

You can delete an existing user group.

To delete an existing user group:

- 1 In the control panel, click the **Users** tab.
- 2 In the **Groups** box, select an existing user.
- 3 Click the **Delete** button.
A message asks whether you really want to delete the selected group.
- 4 Click **Yes**.

The group is removed from the list of user groups.

Determining the URL of Your Web Site

Before visitors can access your Web site, they need to know its address, also commonly known as its URL (Uniform Resource Locator). To access the login page of your Web site, a visitor needs to type this address into the address box of a Web browser.

To determine the URL of your Web site:

- 1 Make sure that Click! is running on your computer. If it is not running, then start it, as described in “Starting and Stopping Click!” on page 37.

Note: When Click! is running, it opens a Web browser on your computer that points to your Web site. The URL is displayed as `http://127.0.0.1`, which is a special IP address that instructs the Web browser to look at the computer where it is installed. DO NOT distribute this URL to your visitors.

- 2 Determine the correct IP address of your computer. An IP address is a number that identifies each sender or receiver of information that is sent across the Internet. If you are using a router, this step determines the correct external IP address of your router. In a Web browser, go to <http://www.checkip.org>. This Web site displays the IP address of your computer. If you are using a router, the Web site displays the IP address of your router.
- 3 Check that you can access your Web site using an external IP address.
 - a Type the IP address from the Web site in the previous step into the address bar of a Web browser, in the following format: `http://<IP_address>`. For example: `http://123.45.67.89`.
 - b If you are using a port other than port 80, make sure to add it to the URL, as described in “Choosing a Port” on page 20.
 - c If you are using a router, you need to make sure that the appropriate port on the router is forwarded to the port (usually 80) on the computer where you are running Click!.
 - d Paste this address into the address bar of a Web browser to go this site.
- 4 If the previous step was successful, then you can distribute this URL to your visitors, in one of the formats described below:

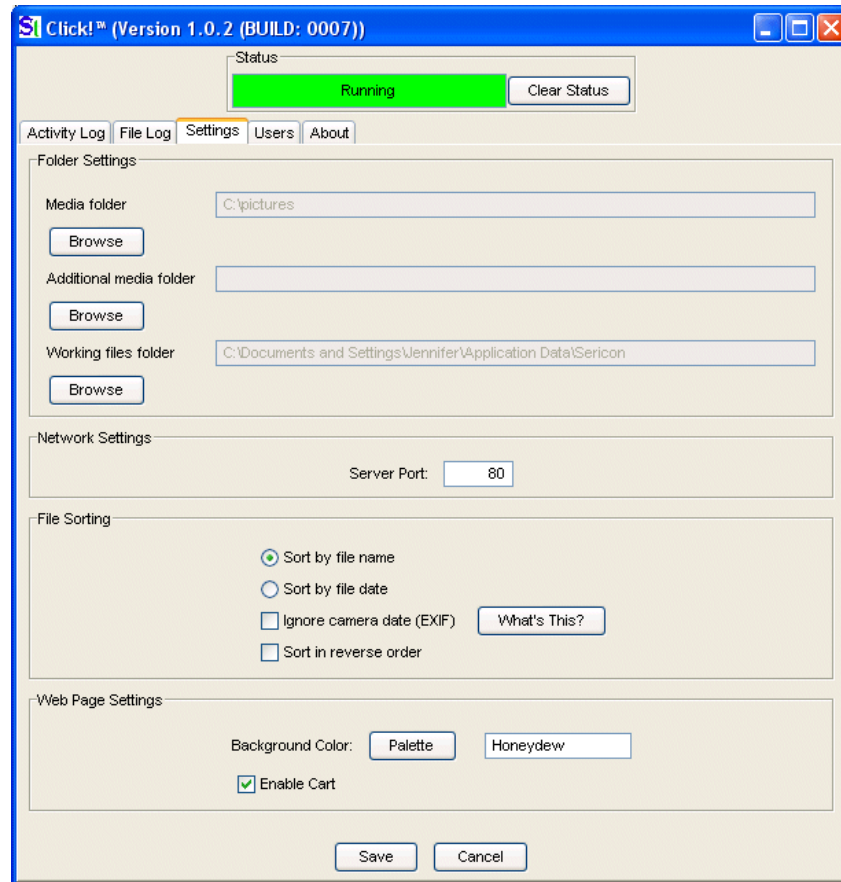
	Click! Uses Port 80	Click! Does Not Use Port 80
IP Address Is Not Mapped to a Domain Name	<code>http://IP_address</code> For example: <code>http://123.45.67.89</code>	<code>http://IP_address:port_number</code> For example, if you are using port 888: <code>http://123.45.67.89:888</code>
IP Address Is Mapped to a Domain Name	<code>http://domain_name</code> For example: <code>http://www.my_web_site.com</code>	<code>http://domain_name:port_number</code> For example, if you are using port 888: <code>http://www.my_web_site.com:888</code>

Setting File Display Options

You can determine how media files accessed from your Web site are displayed to visitors in the **File Sorting** box of the **Settings** tab.

To set file display options:

- 1 In the control panel, click the **Settings** tab.



- 2 In the **File Sorting** box, choose how links to your media files are organized on Web pages in your Web site:
 - **Sort by file name:** Links are displayed alphabetically by filename.
 - **Sort by file date:** Links are displayed chronologically by the file date. If a file in JPEG format has EXIF information, then it is used instead.

Note: EXIF (Exchangeable Image File Format) is a standard for storing information in image files, especially those using JPEG compression. Most digital cameras now let you set the date, which is stored in the EXIF information.

- **Ignore camera date (EXIF):** Some digital camera embed the date a picture was taken. However, if the date is not set correctly in the camera, it is not a meaningful method for organizing your files. Select this option to ignore the embedded date, which is part of the EXIF information, and use the file date information instead. Note that this option is only available when the **Sort by file date** radio button is selected.

- 3 If you want to sort your media files in reverse alphabetical or chronological order, as described above, select the **Sort in reverse order** check box.
- 4 Click **Save** to save your changes.

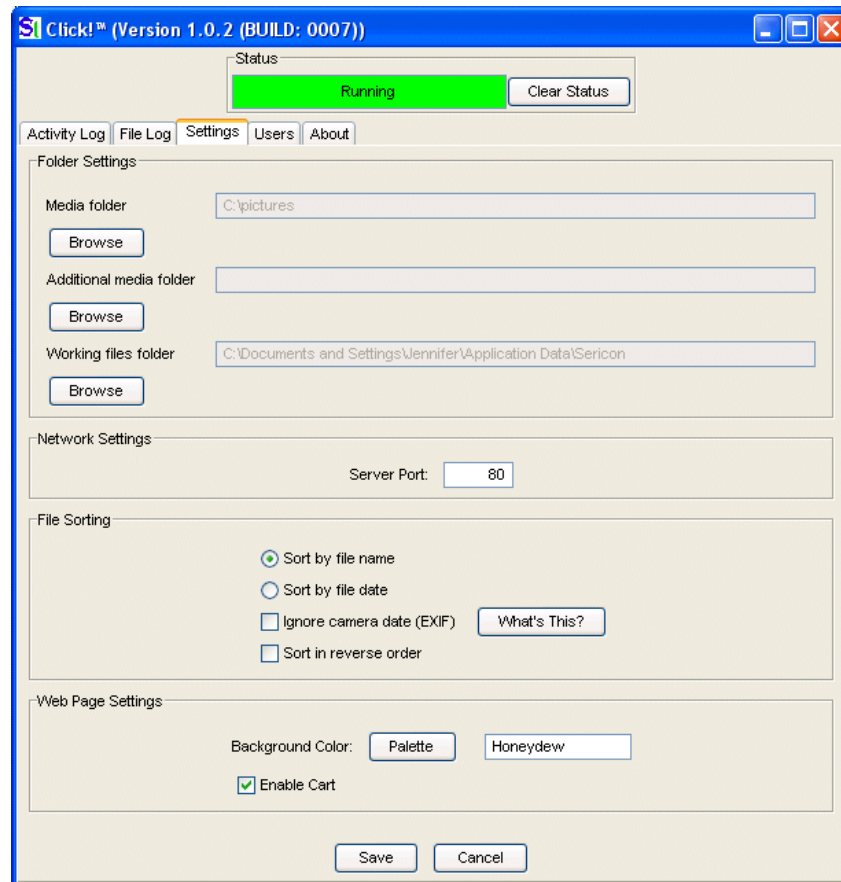
Setting Web Site Display Options

You can determine how your Web site is displayed to visitors in the **Web Page Settings** box of the **Settings** tab. You can set the following Web site display options:

- **Background color:** The background color of Web pages in the Web site.
- **Cart:** A visitor can add files and folders to a cart in order to download them as a single zipped file.

To set Web site display options:

- 1 In the control panel, click the **Settings** tab.



- 2 In the **Web Page Settings** box, set one or more of the following:

- Set the background color in one of the following ways:
 - Click **Palette** to choose the background color for pages in your Web site. Then, in the **Choose a Color** dialog box, click one of the tabs to choose the background color. For additional information, see “[What are the best background colors to use for my Web site?](#)” on page 49.
 - In the **Background Color** text box, enter a color recognized by HTML. You can enter the color as a hexadecimal RGB or as the browser color name. For a list of these colors, their hex values, and examples, as well as information about which colors are safe in 256-color displays on Windows and Macintosh, refer to the Color Chart in the Support section of the Sericon Web site at <http://www.sericontech.com>.

- **Enable cart:** Click to enable the cart on the Web site. When the cart is enabled, a visitor can select the check box beside the link to any file or folder and then click the **Add to Cart** button at the bottom of the page to add it to the cart. When the visitor clicks **Cart**, all files and folders that were added to the cart are listed. The visitor can then click **Zip** to download all listed files as a single zipped file. If a visitor is allowed to stream files (described in “[Defining Users and User Groups](#)” on page 22), and if the cart contains supported audio and video files, the visitor can then click **Stream** to stream all these files. For additional information on Web site icons, see Chapter 5, “[Navigating the Web Site](#)”.
- 3 Click **Save** to save your changes.

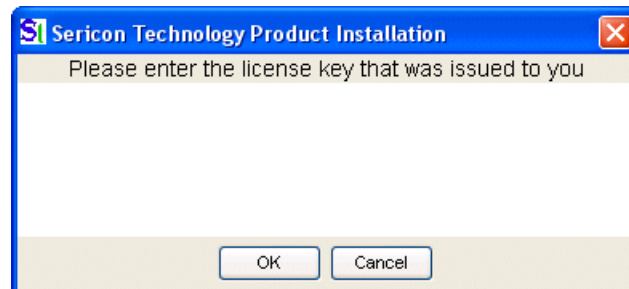
Updating License Information

If you try to run Click! once the license has expired, then an error message is displayed. For example:



To update license information:

- 1 Click **OK** to close the message box.
- 2 You are prompted to enter correct license information:



- 3 Enter the license key you received by e-mail, and click **OK**.
Once you enter a valid license key, Click! starts.

4

Running Click!

In this chapter

- “Viewing Click! Status” on page 36
- “Starting and Stopping Click!” on page 37
- “Tracking Visits to Your Web Site by File” on page 38
- “Tracking Visits to Your Web Site by User or Activity” on page 40
- “Modifying the Configuration” on page 42
- “Changing Default User Preferences” on page 43

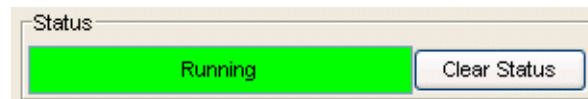
Viewing Click! Status

In the Status box of the control panel, you can view whether Click! is running or has warnings or errors.

- A *warning* is an internal error where Click! keeps running and there are no interruptions to visitors to your Web site.
- When an *error* occurs, Click! is probably still running, although a visitor's browser may have submitted a request to Click! that was not fulfilled. For example, a visitor may have clicked on a link to a file but never accessed the file, due to an error.

Status bar legend

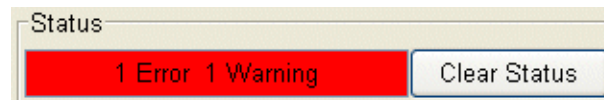
- A green status bar means that Click! is running.



- A yellow status bar means there are one or more warnings.



- A red status bar means there are one or more errors, and possibly one or more warnings.



To find out why a warning or error occurred, see "[Why is the status bar red or yellow?](#)" on page 49.

Once you have resolved the error or warning, click the **Clear Status** button to reset the status bar.

Starting and Stopping Click!

Once you finish installing Click!, it starts running.

To stop Click! from running:

- Click the Close box in the top right corner.

Note: When Click! is not running, visitors cannot access your site.

To start Click!:

- Double-click *<installation directory>*\Click.bat.

Note: If Click! does not start, an error message may state that your license has expired. If so, you need to enter a new license, as described in “[Updating License Information](#)” on page 34. If Click! does not start, and there is no license error, please contact Sericon Support at support@sericontech.com.

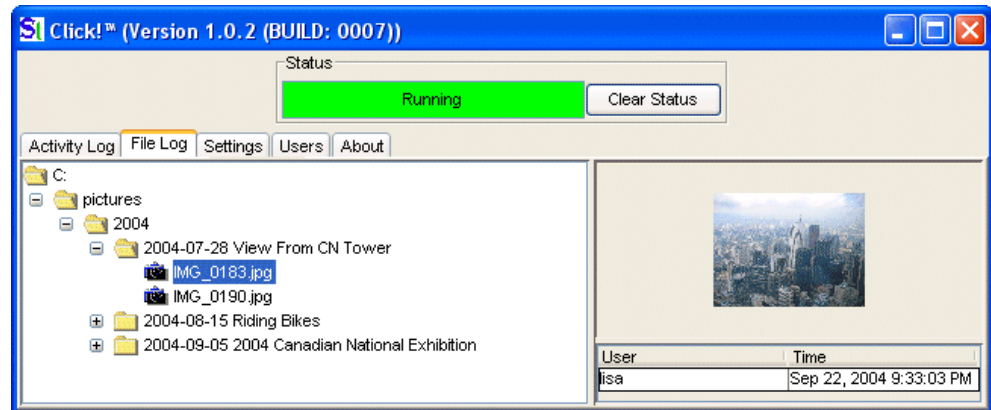
Tip: You can add this to the start-up script so that the product will start every time the computer starts.

Tracking Visits to Your Web Site by File

You use the File Log tab to see which visitors accessed a particular file and when they did so.

To track visits to by file:

- 1 In the control panel, click the **File Log** tab.



- 2 In the left pane, navigate to a file, as you would navigate in Windows Explorer:

Icon	Name	Clicking This Icon...
	Plus	Expands the adjacent folder.
	Minus	Collapses the adjacent folder.
	Image	Displays the corresponding image, as well as which visitors saw it and when.
	Video	Displays which visitors accessed the corresponding video file and when.
	Audio	Displays which visitors accessed the corresponding audio file and when.
	Other File Type	Displays which visitor accessed the corresponding file and when.
	Missing File	Displays which visitors accessed the corresponding file and when. Now this file is missing from the computer running Click!. It may have been moved or removed.

- Tips**
- If the file is an image file, the top right pane displays a thumbnail of the image.
 - The bottom right pane displays all users who viewed this picture and the date and time when they viewed it. To sort by the User or Time column, click the column header.

Note: You can resize the panes by clicking and dragging their borders.

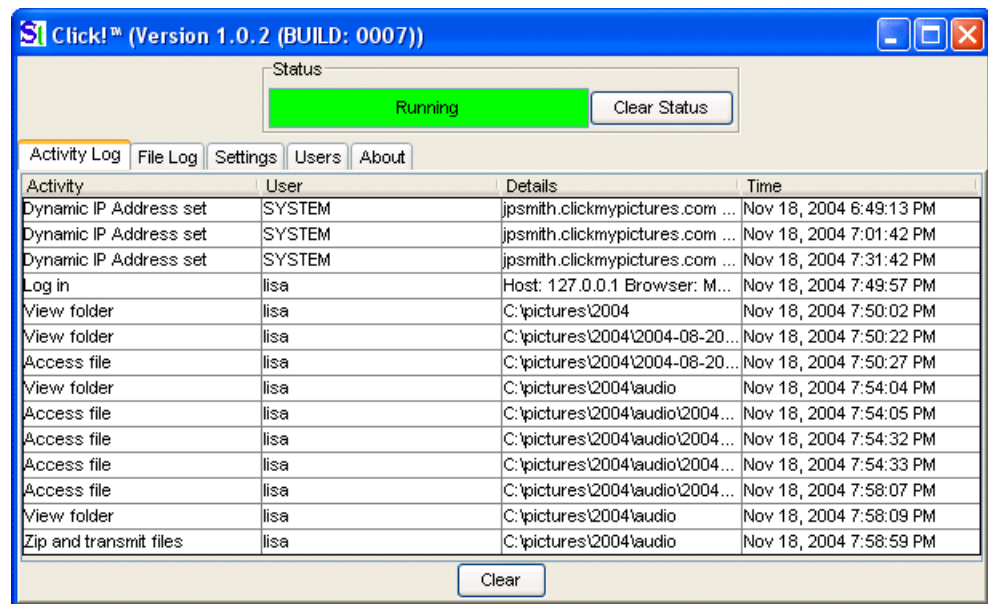
Tracking Visits to Your Web Site by User or Activity

You use the Activity Log tab to track a visitor's activities in your Web site. You can see which users visit your Web site and when they visit as well as information about the following activities that can occur during a visit:

Activity	Description
Dynamic IP address set	<p>Only displayed when using dynamic DNS with the ClickMyPictures domain, as described in “Understanding How Web Sites Work” on page 11. The Details column displays your sub-domain name and IP address.</p> <ul style="list-style-type: none"> ◆ When Click! starts for the first time, the Details column states that the IP address has changed. ◆ If your ISP changes your IP address, the Details column states that the IP address has changed. ◆ If the dynamic DNS resolution is not working properly, the Details column describes the problem. ◆ Once a dynamic DNS resolution problem has been resolved, the Details column states that the DNS server settings are OK.
Log in	The visitor in the User column successfully logs in to your Web site. The Details column displays the IP address of the visitor and browser and operating system information sent by the visitor's browser.
View folder	The visitor in the User column views all the links in the folder specified in the Details column. Links to images are displayed as thumbnails (small versions of the image).
Access file	The visitor in the User column clicks on a link to the file specified in the Details column. In general, this happens when an image file is viewed, or when a browser prompts the user to save or open any other type of file.
Zip and transmit files	The visitor in the User column zips all the files in the folder specified in the Details column. This is a convenient way for a visitor to save all the files in a folder onto the visitor's computer.
Stream media	<p>The visitor in the User column streams an audio or video file. This means that the visitor does not have to wait to download a large file before seeing the video or hearing the sound. Instead, the media is sent in a continuous stream and is played as it arrives. The Details column displays the path and file name of the streamed file.</p> <p>Note: This option is available to a user only if you enabled it in the Users tab for the user group to which the visitor belongs, as described in “Defining Users and User Groups” on page 22.</p>
Failed login	The visitor in the User column tries to log in to your Web site but is unsuccessful. The Details column displays the IP address of the visitor and browser and operating system information sent by the visitor's browser.
System error or System warning	For information, see “ Why is there a System error or System warning in the Activity Log tab? ” on page 49.

To track visits to your Web site:

- 1 In the control panel, click the **Activity Log** tab.



- 2 You can customize your view in the Activity Log as follows:
 - To change the column order, click a column and drag it to a new location.
 - To resize a column, click and drag its borders in the column header.
 - To sort by a column's content, click the column header.
 - To sort in reverse order, click the column header again.

Clearing the Activity Log Display

Activities remain in the Activity log even if you close Click! and restart Click!. Since an entry is created in the activity log for every visitor and every file accessed, over time, there may be too many activities displayed in the Activity Log tab. You may want to clear the Activity Log display so that you can focus on new activities. Even if you clear the Activity Log display, the corresponding data is retained in the log files.

To clear the Activity Log display:

- 1 In the control panel, click the **Activity Log** tab.
- 2 Click the **Clear** button at the bottom of the tab.

The log is cleared. For instructions about accessing the data retained in the actual log file, contact Sericon Technology at support@sericontech.com.

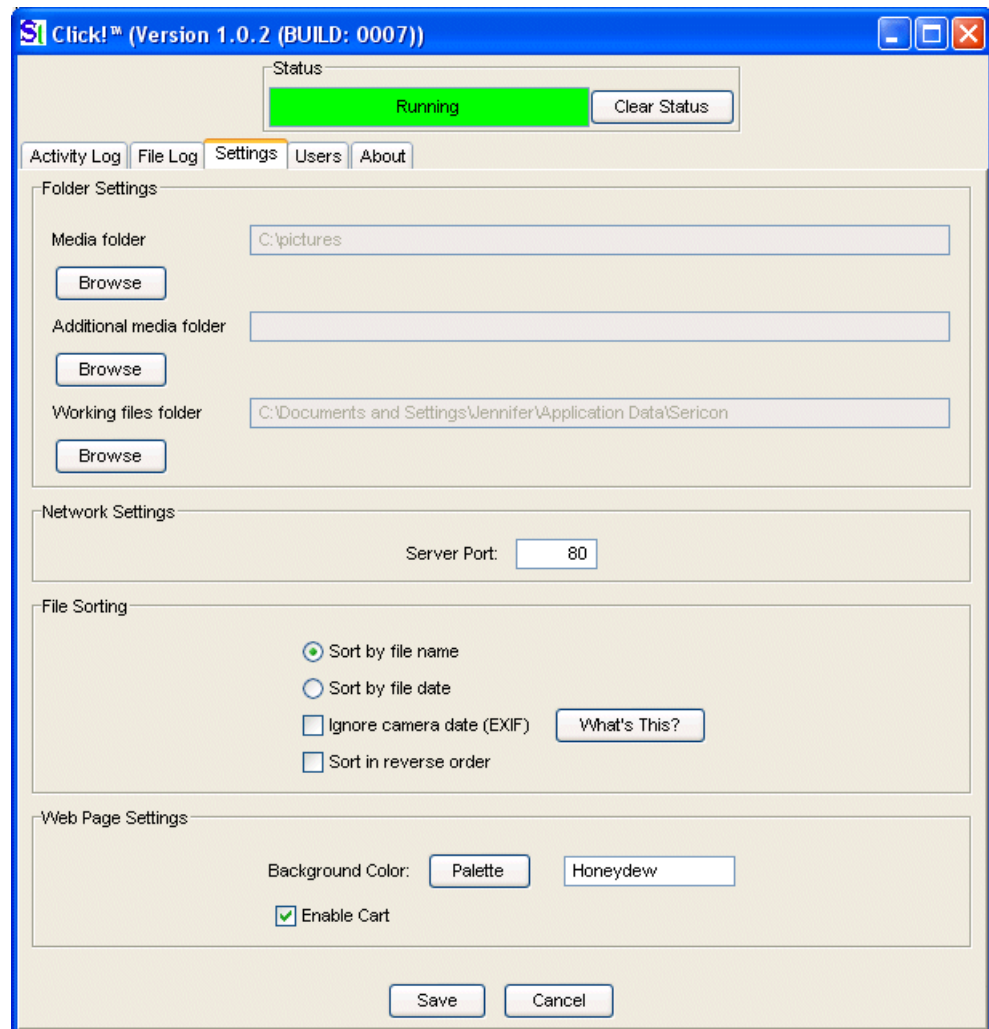
Modifying the Configuration

You can change the following folders which you specified during installation:

- **Media folder:** This is where your pictures and other media to share are stored.
- **Additional media folder:** This is an additional place where your pictures and other media to share are stored.
- **Working files folder:** This is where thumbnails and other Click! files are stored.

To modify folder settings:

- 1 In the control panel, click the **Settings** tab.



- 2 In the **Folder Settings** box, click **Browse** to change the location of one of the folders, as described above.
- 3 Browse to the new folder.
- 4 Click **Save** to save the location of the new folder.

Changing Default User Preferences

Visitors can set their preferences for how the Web site is displayed, as described in Chapter 5, “Navigating the Web Site”. The Web site “remembers” a visitor’s preferences between visits. You can change the default user preferences, as described below.

- 1 Close Click!
- 2 Open the following file in a text editor: `<installation directory>/Install/ImageServer.xml`
- 3 Locate the third line of the file: `<object class="com.Sericon.ImageManager.options.IMConfiguration">`
- 4 Add any of these sections directly below the third line, which is described in step 3.
 - To change the default maximum number of thumbnails and other links that are displayed vertically in a Web page, add:


```
<void property="defaultNumberOfImageRows">
<int>number_of_rows</int>
</void>
```

 For example:


```
<void property="defaultNumberOfImageRows">
<int>7</int>
</void>
```
 - To change the default maximum number of thumbnails and other links that are displayed horizontally in a Web page, add:


```
<void property="defaultNumberOfImageColumns">
<int>number_of_columns</int>
</void>
```

 For example:


```
<void property="defaultNumberOfImageColumns">
<int>5</int>
</void>
```
 - To change the default layout of Web pages (the position of information about a file relative to the link to it), add:


```
<void property="defaultLayoutType">
<string>layout</string>
</void>
```

 - For example, to display information about a file *beside* the link to it, add:


```
<void property="defaultLayoutType">
<string>Horizontal</string>
</void>
```
 - For example, to display information about a file *beside* the link to it, where the columns containing the file and the link are left justified, add:


```
<void property="defaultLayoutType">
<string>Horizontal - Left Justified</string>
</void>
```
 - For example, to display information about a file *below* the link to it, add:


```
<void property="defaultLayoutType">
<string>Vertical</string>
</void>
```
- 5 Save and close `ImageServer.xml`, and restart Click!

Tips for Running Your Web Site

- If you want visitors to be able to visit your Web site at any time, make sure you leave your computer on and connected to the Internet. Make sure Click! is always running.

5

Navigating the Web Site


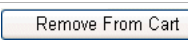





Visitors use the following “**Links**” and “**Buttons**” to navigate your Web site:

Links

Link	Clicking This...
Home link	Returns to the Web site’s home page. This is the Web page a visitor sees after logging in.
Previous files in the album link	Displays the previous group of files in the current folder. You set the number of files in a group in the Preferences dialog box.
Previous file link	If the previous file is an image, it is displayed. Otherwise, the link to the previous file is displayed.
Next files in the album link	Displays the next group of files in the current folder. You set the number of files in a group in the Preferences dialog box.
Next file link	If the next file is an image, it is displayed. Otherwise, the link to the next file is displayed.
Back link	Up a level.

Link	Clicking This...
Preferences link	<p>Opens a dialog box for setting the following visitor preferences when visiting the Web site:</p> <ul style="list-style-type: none"> ◆ Maximum Number of Columns: The maximum number of thumbnails and other links displayed horizontally in a Web page. ◆ Maximum Number of Rows: The maximum number of thumbnails and other links displayed vertically in a Web page. ◆ Thumbnail Height: The maximum height, in pixels, of thumbnails of image files. ◆ Thumbnail Width: The maximum width, in pixels, of thumbnails of image files. ◆ Image Height: The maximum height, in pixels, of displayed image files. ◆ Image Width: The maximum width, in pixels, of displayed image files. ◆ Layout: The position of information about a file relative to the link to it. <ul style="list-style-type: none"> ◆ Horizontal: Information about a file is displayed beside the link to it. ◆ Horizontal - Left Justified: Information about a file is displayed beside the link to it. The columns containing the file and the link are left justified. ◆ Vertical: Information about a file is displayed below the link to it. <p>Tip: To display links to files in one column and information to files in another column, set Layout to Horizontal and set Maximum Number of Columns, described above, to 1.</p> <p>Click Change Preferences to save your changes.</p> <p>Tip: If you do not want to save your changes, click the Back button in your Web browser.</p> <p>Note: A visitor's preferences are stored for future visits.</p>
Info link	Displays information about this file.
Original link	Downloads the higher-quality, original image file. This is recommended for printing images.
Cart link	<p>Displays cart contents.</p> <ul style="list-style-type: none"> ◆ To download all files as a single file, click the “Zip link” button. ◆ To stream all files, click the “Stream link” button. <p>Note: The cart contents are not saved between login sessions.</p>
Stream link	<p>Streams all supported audio and video files in the folder. This means that the visitor does not have to wait to download a large file before seeing the video or hearing the sound. Instead, the media is sent in a continuous stream and is played as it arrives.</p> <p>On the Cart page, streams all listed supported audio and video files in the cart.</p>
Zip link	Zips all files in the current folder so the visitor can download them as a single file. On the Cart page, zips all listed files so the visitor can download them as a single file.

Buttons

Icon/Button	Name	Clicking This...
	Add to Cart button	Adds all selected files and folders to the cart. To select a file or folder, click the check box beside it. Tip: Adding a folder to the cart adds all files in the folder to the cart.
	Remove from Cart button	Removes all selected files and folders from the cart. To select a file or folder, click the check box beside it.
	Folder	Opens the folder, displaying links to the files inside. If the folder contains image files, a thumbnail of the first image file is displayed instead.
N/A	Image	Links to the corresponding image file.
	Audio	Links to the corresponding audio file.
	Video	Links to the corresponding video file.
	Other File Type	Links to a file that is not image, audio, or video.
	Image Error	Error. This file is displayed when a thumbnail of an image file cannot be created. This may happen because: <ul style="list-style-type: none"> ◆ The image file is corrupted. ◆ A file is incorrectly identified as an image file when it is in fact another type of file. For troubleshooting information, see “Why is an image file displayed as an error?” on page 51.

6

Frequently Asked Questions

Questions about running Click!

- “Why isn’t my Web site running?” on page 49
- “Why is the status bar red or yellow?” on page 49
- “What are the best background colors to use for my Web site?” on page 49
- “Which files should I back up?” on page 50
- “Why do the thumbnails of images look like negatives?” on page 50

Questions about visiting the Web site

For general information about navigating the Web site, see Chapter 5, “Navigating the Web Site”.

- “Why can’t visitors connect to my Web site?” on page 50
- “Why can’t visitors log in to my Web site?” on page 51
- “Why is an image file displayed as an error?” on page 51
- “Why do thumbnails take a long time to load?” on page 53
- “Why can’t visitors see my video files, even though they can hear them?” on page 53
- “How can my visitors access special types of files from my Web site?” on page 53
- “Can hackers break into my Web site?” on page 53
- “Why can’t my visitors see the pictures I just added to my Web site?” on page 53

Why isn't my Web site running?

To run your Web site, double-click `<installation directory>\Click.bat`. This starts Click!. If your Web site is still not running, contact Sericon Support at support@sericontech.com.

Why is the status bar red or yellow?

A yellow status bar means one or more warnings; a red status bar means one or more errors and maybe one or more errors as well. Note that despite the warning or error, Click! may still be running, and visitors may still be able to visit your Web site without encountering any problems. It is possible that a visitor's browser submitted a request to Click! that was not fulfilled. For example, the visitor may have clicked on a link to a file but never accessed the file.

To determine the underlying cause of a warning or error:

- 1 In the control panel, click the **Activity Log** tab. Under the **User** column, find the SYSTEM user. In that line, under the **Action** column is either SYSTEM WARNING or SYSTEM ERROR.
- 2 Look in the `<working files folder>\logs` folder to find the warning or error file. The file name includes the date and time when the assert or error occurred, for example: 2004-09-29-22-20-21 Warning.log.
- 3 Send this file, along with a description of what you or a visitor to your Web site was doing when the warning or error occurred, to support@sericontech.com.

Why is there a System error or System warning in the Activity Log tab?

In the **Activity Log** tab, under the **User** column, there is a SYSTEM user. In that line, under the **Action** column is either SYSTEM ERROR or SYSTEM WARNING.

Note: Despite the warning or error, Click! may still be functioning, and visitors may still be able to visit your Web site without encountering any problems.

- 1 Look in the `<working files folder>\logs` folder to find the error or warning file. The file name includes the date and time when the error or warning occurred, for example: 2004-09-29-22-20-21 Warning.log.
- 2 Send this file, along with a description of what you or a visitor to your Web site was doing when the warning or error occurred, to support@sericontech.com.

What are the best background colors to use for my Web site?

When choosing the background color for your Web site for 256-color displays (the most common display capability), you will probably want to choose from the 216 colors that look the same on both Windows and Macintosh operating systems. Both the Netscape and Microsoft Web browsers have to work without the colors that each operating system reserves for itself. Since there are a total of 40 reserved colors on both systems, that leaves 216 colors from which to choose. If you do use one of the 40 reserved colors, each system tries to approximate it with some combination of the 216 acceptable colors (this is called dithering). Unfortunately, each operating system does dithering a bit differently. The result on a browser on one or both of these operating systems may not be what you intended.

If you choose a color in the browser-safe palette, the colors will look the same on both Windows and Macintosh. For a table of this palette, refer to the Color Chart in the Support section of the Sericon Web site at <http://www.sericontech.com>. This document also includes a list and examples of all browser colors.

Which files should I back up?

You should create a backup copy of the following file and folder, which contain important configuration information such as user names, passwords, and preferences:

- `<installation directory>\Install\ImageServer.xml`
- `<working files folder>\perm`

Tip: You may want to create a backup copy of the files you are sharing, for example photographs, audio, and video files. We recommend that you keep a copy of these files on another computer or on a writable CD or DVD.

Why do the thumbnails of images look like negatives?

If thumbnails of images on your Web site look like negatives, you can change the way that Click! creates thumbnails, as described below.

- 1 Close Click!.
- 2 Open the following file in a text editor: `<installation directory>/Install/ImageServer.xml`
- 3 Locate the third line of the file: `<object class="com.Sericon.ImageManager.options.IMConfiguration">`
- 4 Add the following section directly below the third line, which is described in step 3.
 - To change the default maximum number of thumbnails and other links that are displayed vertically in a Web page, add:


```
<void property="useJavaImageIOWorkaround">
<boolean>true</boolean>
</void>
```
- 5 Save and close `ImageServer.xml`.
- 6 Delete everything in `<working folder>\temp`, for example:


```
C:\Documents and Settings\Jennifer\Application
Data\Sericon\temp
```
- 7 Restart Click!.

Why can't visitors connect to my Web site?

If a visitor cannot connect to your Web site, it means that either your Web site is not running, or that there is some other problem.

Follow the steps in the checklist below to diagnose the problem:

- Check that your Web site is running:
 - 1 Check whether Click! is open on your computer.
 - 2 If Click! is not open, then double-click `<installation directory>\Click.bat` to start it. Note that if you try to start Click! when it is already running, a message states that the port is already in use and prompts you to choose another port.

- ❑ Check that the visitor is connecting to the correct URL: If you are not using port 80, make sure the port number is reflected in the URL, as described in “Choosing a Port” on page 20.
- ❑ Check that the Click! status is running (green) and not error (red). If Click! has error status, then:
 - 1 Click the Close button at the top right corner to close Click!.
 - 2 Double-click `<installation directory>\Click.bat` to restart Click!.
- ❑ Check that you can connect to your Web site using an external URL.
When Click! opens or redirects a Web browser on your computer to your Web site, it uses the `http://127.0.0.1` URL, which is a special IP address that instructs Click! to look at the computer where it is installed.
 - 1 In a Web browser, go to <http://www.checkip.org>. This Web site displays the IP address of your computer. If you are using a router, the Web site displays the IP address of your router.
 - 2 Type the IP address from the Web site in the previous step into the address bar of a Web browser, in the following format: `http://<IP_address>`. For example: `http://123.45.67.89`.
 - 3 If you are using a port other than port 80, make sure to add it to the URL, as described in “Choosing a Port” on page 20.
 - 4 Paste this address into the address bar of a Web browser and go this site.
The login page of your Web site should be displayed. If it is not displayed, please contact Sericon Support by sending e-mail to support@sericontech.com.
- ❑ If you are using a router, make sure the appropriate port on the router is forwarded to the port (usually 80) on the computer where Click! is running.
- ❑ Check whether the visitor is trying to access your Web site from a workplace. Some employers use a filter to prevent employees from visiting any unauthorized Web site. If you suspect this is the problem, ask your visitor to try visiting your Web site from another computer, such as a computer at home.

If you are still having difficulties after following the above checklist, please contact Sericon Support by sending e-mail to support@sericontech.com.

Why can't visitors log in to my Web site?

If a visitor can connect to your Web site but cannot log in, check that the visitor has a valid user name and password, as described in “Defining Users and User Groups” on page 22.

Why is an image file displayed as an error?

If an image file is corrupted, or if a file is incorrectly identified as an image file when it is in fact another file type, then Click! cannot create a thumbnail of this file. The error image is displayed instead:



Follow the steps in the checklist below to diagnose the problem:

- Check whether you can open the file as an image.
- Check whether the file is actually another type of file. For example, check if the file with an image file extension, such as `.jpg`, `.jpeg`, or `.gif`, is in fact another type of file.
- If the file is really an image, check whether you have another copy of this file somewhere, and if so, replace it.
- If you cannot solve this problem, you should remove the file from the folder of shared files so that the error image will not be displayed on your Web site.

Why do thumbnails take a long time to load?

When a folder on your Web site is accessed for the first time by a visitor, Click! resizes a copy of each picture in the folder and displays a thumbnail, which is a small version of the picture. This thumbnail file is saved in the working files folder on your computer. The next time any visitor accesses the same folder, the thumbnails that were displayed during previous visits load immediately from the working files folder. Any thumbnails that were not displayed previously may take time to load, since they need to be created from the original image files.

Why can't visitors see my video files, even though they can hear them?

A visitor who accesses a video may not be able to see it unless appropriate video-viewing software, such as Windows Media Player, RealPlayer, or QuickTime, is installed on the visitor's computer. If a visitor's computer has software installed that only plays audio but not video, such as Winamp, the visitor can only hear the sound track of the video and cannot see it.

For visitors to actually view or listen to some types of files, they may require appropriate software. For example, visitors do not require special software to view images that are also viewed through Web browsers, such as .jpg or .gif image files. However, depending on the visitor's computer, operating system, and browser, it may be necessary to install software for listening to audio files or viewing video files. Sometimes, this software is installed with the operating system, such as Windows Media Player, which is installed with later versions of Windows. If this type of software is not already installed, it can be downloaded for free from the Internet, for example:

- RealPlayer (plays audio and video files) is available from <http://www.real.com>.
- QuickTime (plays audio and video files) is available from <http://www.apple.com/quicktime>.
- Winamp (plays audio files only) is available from <http://www.winamp.com>.

How can my visitors access special types of files from my Web site?

Click! provides your visitors with access to files in a specified folder on your computer. This enables visitors to save the files. However, even if your visitors can access and save files, they cannot necessarily open these files unless the appropriate software is installed on their computers.

For example, if your Web site has PDF files (portable document format files), your visitors must have Adobe Acrobat Reader installed to view these files. (Adobe Acrobat Reader can be downloaded for free from <http://www.adobe.com/products/acrobat/readermain.html>.)

Can hackers break into my Web site?

Click! is based upon Apache Jakarta Tomcat, regarded as very secure and hard to infiltrate.

Why can't my visitors see the pictures I just added to my Web site?

If you add pictures to your Web site while a visitor is logged in to your Web site, that visitor will not be able to access your pictures (or other files) until after logging in again.

Index

Numerics

127.0.0.1 29

A

Access file in the **Activity Log** tab 40

Activity Log tab 40

Clear button 41

 clearing display 41

 customizing the view 41

activity, tracking visits to a Web site by 40

Add to Cart button on the Web site 47

adding

 user groups 25

 users 22

Additional media folder in the **Settings** tab 42

advantages of Click! 9

Apache Jakarta Tomcat 53

Audio icon on the Web site 47

B

Back link on the Web site 45

background color 32

Background Color in the **Settings** tab 32

background colors for Web site 49

backing up files 49

C

cart 32

 adding 47

 removing from 47

 viewing 46

Cart link on the Web site 46

Change Preferences button in **Preferences** dialog box
on the Web site 46

changing default user preferences 43

Choose a Color dialog box 32

Clear button in the **Activity Log** tab 41

Clear Status button 36

clearing the **Activity Log** display 41

Click!

 description 10

 installing 13–17

 running 35–44

 setting up 18–34

 starting 37

 status 36

 stopping 37

Click.bat 20

color, background 32

configuration, modifying 42

customizing the view in the **Activity Log** tab 41

D

default user name 17

default user preferences, changing 43

defining

 user groups 22

 users 22

deleting

 user groups 28

 users 25

Details column in the **Activity Log** tab 40

DNS, description 11

documentation 6

domain name server, description 11

dynamic DNS resolution, description 11

Dynamic IP address set in the **Activity Log** tab 40

E

editing

 user groups 26

 users 23

E-mail of User in the **User Information** dialog box 23,
24

Enable cart in the **Settings** tab 33

error

 description 36

 image file 51

EXIF information, definition 30

F

Failed login in the **Activity Log** tab 40

FAQs 48–53

file display options, setting 30

File Log tab 38

 resizing panes in the 39

File Sorting in the **Settings** tab 30

file, tracking visits to a Web site by 38

files, backing up 49

Folder icon on the Web site 47

folder settings

 modifying 42

Folder Settings in the **Settings** tab 42

frequently asked questions 48–53

Full Name in the **User Information** dialog box 23, 24

G

Group Information dialog box 25, 27

Group Name in the **Group Information** dialog box 26

H

- Home** link on the Web site 45
- Horizontal - Left Justified Layout** in **Preferences** dialog box on the Web site 46
- Horizontal Layout** in **Preferences** dialog box on the Web site 46

I

- Ignore camera date (EXIF)** in the **Settings** tab 30
- Image Error** on the Web site 47
- Image Height** in **Preferences** dialog box on the Web site 46
- Image** icon on the Web site 47
- Image Width** in **Preferences** dialog box on the Web site 46
- images, look like negatives 50
- ImageServer.xml 50
- ImageServer.xml, editing 43
- Info** link on the Web site 46
- installing Click! 13-17
- IP address
 - definition 29
 - determining your 29

J

- Java requirements 14
- JPEG format 30

L

- Layout** in **Preferences** dialog box on the Web site 46
- license
 - key 15
 - updating 34
- loading thumbnail files 53
- Log in** in the **Activity Log** tab 40
- logs folder 49

M

- Maximum Number of Columns** in **Preferences** dialog box on the Web site 46
- Maximum Number of Rows** in **Preferences** dialog box on the Web site 46
- media folder 16
- Media folder** in the **Settings** tab 42
- modifying
 - configuration 42
 - folder settings 42

N

- navigating the Web site 45-47
- negatives, images look like 50
- Network Settings** in the **Settings** tab 20
- Next file** link on the Web site 45
- Next files in the album** link on the Web site 45

O

- operating systems, supported 14
- Original** link on the Web site 46
- Other File Type** on the Web site 47
- overview 7-12

P

- Palette** button in the **Settings** tab 32
- panes, resizing 39
- Password** in the **User Information** dialog box 23, 24
- permissions, description 22
- ports 20
- Preferences** link on Web site 46
- Previous file** link on the Web site 45
- Previous files in the album** link on the Web site 45

R

- red status bar 49
- Remove from Cart** button on the Web site 47
- requirements
 - Java 14
 - software 14
- resizing panes in the **File Log** tab 39
- Restore Default Settings** button in the **Group Information** dialog box 26, 27
- running Click! 35-44

S

- security 53
- Select any applicable groups** in the **User Information** dialog box 23, 24
- Select users for this group** in the **Group Information** dialog box 26, 27
- Sericon Technology
 - documentation 6
 - technical support 6
 - Web site 6
- setting
 - file display options 30
 - Web site display options 32
- setting up Click! 18-34
- Settings** tab 30, 32
 - Additional media folder** 42
 - File Sorting** 30
 - Folder Settings** 42
 - Media folder** 42
 - Network Settings** 20
 - Web Page Settings** 32
 - Working files folder** 42
- Settings tab 42
- software requirements 14
- Sort by file date** in the **Settings** tab 30
- Sort by file name** in the **Settings** tab 30
- Sort in reverse order** in the **Settings** tab 31
- starting Click! 37
- Status** box 36
- stopping Click! 37
- Stream** link on the Web site 46
- Stream media** in the **Activity Log** tab 40
- support 6
- supported operating systems 14
- SYSTEM ERROR 49
- System error** in the **Activity Log** tab 40
- SYSTEM WARNING 49
- System warning** in the **Activity Log** tab 40

T

technical support 6

This group can add comments in the **Group Information** dialog box 26, 27

This group can add system data about images (metadata) in the **Group Information** dialog box 26, 27

This group can download streaming media in the **Group Information** dialog box 26, 27

This group can download very large files in the **Group Information** dialog box 26, 27

This group can upload audio in the **Group Information** dialog box 26, 27

Thumbnail Height in **Preferences** dialog box on the Web site 46

Thumbnail Width in **Preferences** dialog box on the Web site 46

thumbnails

loading slowly 53

look like negatives 50

Time column in the **File Log** tab 39

tracking visits to a Web site

by activity 40

by file 38

troubleshooting 48–53

typographical conventions 5

U

updating a license 34

URL

description 29

determining the URL of your Web site 29

usefulness of Click! 9

User column

in the **Activity Log** tab 40

in the **File Log** tab 39

user groups

adding 25

defining 22

definition 22

deleting 28

editing 26

User Information dialog box 23, 24

User Name in the **User Information** dialog box 23

user name, default 17

users

adding 22

defining 22

definition 22

deleting 25

editing 23

no default 17

Users tab 22–26

V

Vertical Layout in **Preferences** dialog box on the Web site 46

video files 53

Video icon on the Web site 47

View folder in the **Activity Log** tab 40

visitors

can hear but not see video files 53

cannot log into Web site 51

visits to a Web site, tracking 38, 40

W

warning, description 36

Web Page Settings in the **Settings** tab 32

Web server 7

Web site 6

Add to Cart button 47

Audio icon 47

Back link 45

Cart link 46

Folder icon 47

Home link 45

Image Error icon 47

Image icon 47

Info link 46

is not running 49

navigating 45–47

Next file link 45

Next files in the album link 45

Original link 46

Other File Type icon 47

Preferences link 46

Previous file link 45

Previous files in the album link 45

Remove from Cart button 47

security 53

setting display options 32

Stream link 46

Video icon 47

visitors cannot log in 51

Zip link 46

working files folder 16

Working files folder in the **Settings** tab 42

Y

yellow status bar 49

Z

Zip and transmit files in the **Activity Log** tab 40

Zip link on the Web site 46