

## RUNNING TWO SERVERS ON THE SAME MACHINE

If you are using a Mac OS or Windows NT, you could use multihoming. But if you are using Windows 95 or 98, or don't have the option of creating multihoming IP addresses, you can run more than one server from an IP address. You can do this by using different ports on your machine for each server.

### 1 Create a second copy of the server

You can download a new copy of the server from the Hotline Communications web site, or from the Hotline Communications server. When you install the new server, rename the default folder that the files will be installed to (for example, change "Hotline Server 1.8.2" to "Hotline Server 1.8.2b"). Otherwise, the new server installation will overwrite your old server. Or, you can copy the entire Hotline Server 1.8.2 folder, renaming the folder.

Close any servers you have running and open the new server.

### 2 Set up the new server

Make sure that no other servers are running when you set up the new server. Use the **Options** window to set up the new server. Change the port number from the default value of 5500. Do not use the port number of any other Hotline Servers running on your computer, or the three port numbers immediately above those ports. As well, make sure that there are no other services (such as a web or email server) on the port number that you choose. Once the new server is set up, exit it.

### 3 Restart the server, then launch the other server

Restart the new server, and then the old server. Make sure that the shortcuts on your desktop point to the correct server. Once you have more than one server, you may want to rename the shortcuts to make it easier to remember.

*Macintosh Tip: Hold down the Option key while you launch the first server. The Options window will open when the server starts up. Change the port number, and click **Save**. You do not need to restart the server. For safe measure, though, check the log for the port you entered.*

## SPECIAL FILES AND NEWS AREAS

If you have files or news that you want to restrict to a few users, you can do so if they have accounts on your server. For a user to view a different set of files they need a separate Files folder inside the User folder for their account.

### 1 Open the Windows Explorer/Mac Finder

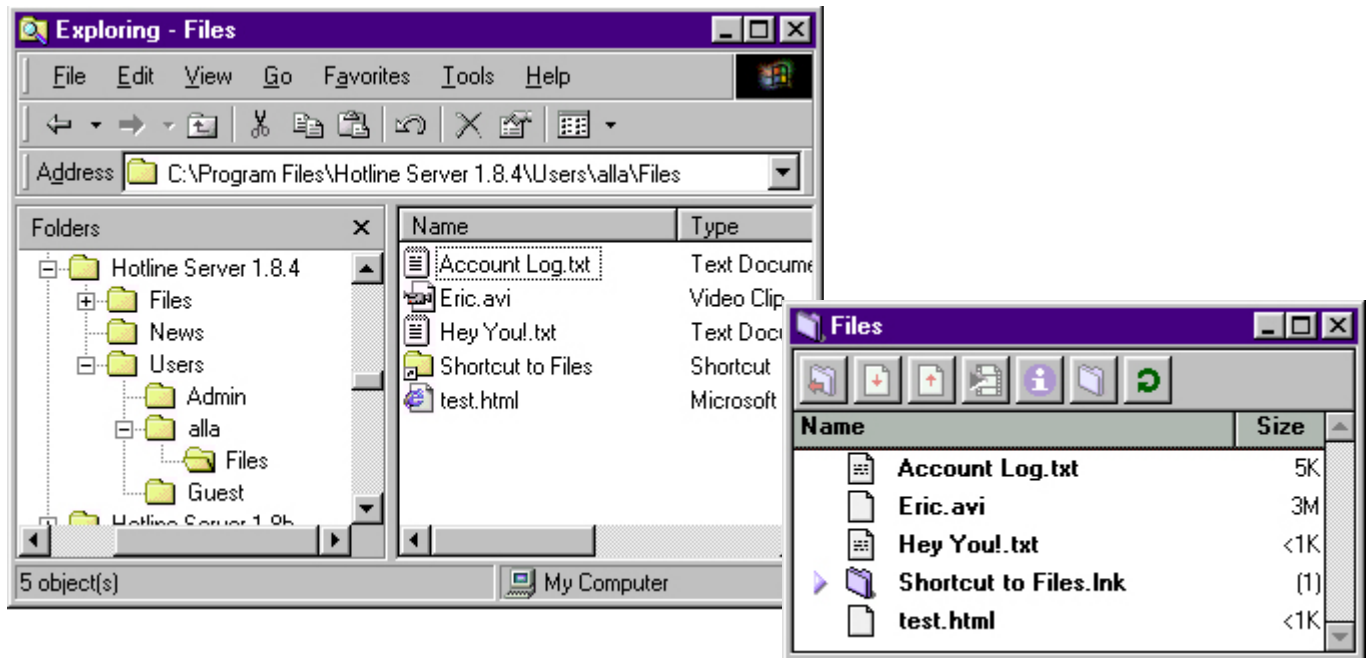
You cannot create the separate user's file system from within Hotline Connect; you must do it from the operating system. Once you have opened the Explorer/Finder, you can open the server folder (Hotline Server 1.8.2). Inside the folder are three folders: Files, News, and Users. Open the Users folder.

### 2 Open the User folder for the account.

Inside the Users folder, there are folders for each account on the system. Find the folder that corresponds to the account for which you want to create a separate file system.

### 3 Create a folder called Files for the account.

Inside this, add whatever contents you want the user to have access to. When the user opens the **Files** window, he or she will see the contents you have added.



**Note:**

If you want the user to have access to the default files on the server, make an alias (Mac) or shortcut (PC) to the main Files folder and place it within the new Files folder you created.

## TIPS AND TRICKS

- The Server Toolbar displays the IP address and name of the server. When you click the top of the Server Toolbar, the toolbar will rollup, to take less space on your desktop.
- Firewall users must make sure that incoming connections are allowed on the port number specified in your Options window, plus the three port numbers immediately above it. If you want to list with trackers, you must also make sure that outgoing port 5499 is clear. By default, the Hotline Server uses ports 5500, 5501, 5502, and 5503 for incoming TCP/IP connections and 5499 for outgoing UDP/IP. If you are running a tracker, the tracker will use port 5498 for incoming TCP/IP connections. To check if the ports you are running your server on are clear, check with your ISP or LAN System Administrator.
- When you administer your server from the Client, turn on “Browse Folders in a Separate Window” so that you can freely move, copy and alias files. **Browse Folders in a Separate Window** is an option located on the **General** tab of the **Options** window of the Client.

If you want to leave the option off, you can also open folders in new windows by holding the Option key in Mac (Alt in Windows) while double clicking the folder.

## TROUBLESHOOTING

My agreement doesn't display.	Make sure that the agreement file is saved as a text file in the same folder as the application, and is called Agreement for Macs, and Agreement.txt for PC's
My banner add doesn't display.	Make sure that the file is under 256K, has no spaces in its name, is saved in the correct location, is a .gif, .jpg, .swf, or .mov and that the file name or URL in the Banner tab is spelled correctly. The URL is case sensitive. If the banner is local, make sure that the image file is saved in the same folder as the application.
One of the options in the Edit User/New User window is grayed out.	Make sure you are logged in as admin. This happens when a privilege is removed from the admin account. Shut down the server, download a new UserData file from hlserver.com, and replace the old UserData file with the new one. Be sure to set an admin password immediately.
I can't login to my server from the machine it's running on.	<p>This problem can occur for the following reasons:</p> <ol style="list-style-type: none"> <li>1. You're typing to connect to the server at the wrong address. Connect to either 127.0.0.1 or the IP assigned on the net from the machine that the server is installed on.</li> <li>2. You failed to set your admin password and someone has changed it. You will need to reinstall a new admin UserData file from hlserver.com.</li> </ol>
I got a "Cannot bind to the specified address because it is already in use." error when I opened the server.	Make sure that you haven't already opened the server and that you have no other service (like an email or web server) is running on that port. Quit all running servers. You may need to restart to clear pending TCP/IP transactions.
I got a "This program has performed an illegal operation and will be shut down." error.	Quit and restart your server. If that does not work, uninstall the software and run a defrag and scandisk on your machine. Then reinstall the server.
I can't log in to my server from a remote machine.	<p>This problem can occur for the following reasons:</p> <ol style="list-style-type: none"> <li>1. You are specifying the wrong address. Check the address and try again.</li> <li>2. Either your server or your client is behind a firewall or proxy server and the firewall or proxy isn't configured correctly for Hotline to function. Open incoming ports 5498, 5500, 5501, 5502, and 5403, and outgoing UDP on 5499.</li> <li>3. You are entering an incorrect login or password. Check your login and password and try again.</li> <li>4. Your server is down. If your server is down, you will need to start it again.</li> </ol>