Server Manual

CUSTOMCHAT™

© 2000 CustomChat Inc.

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Table Of Contents

Getting Started

Organization of a Chat Site

Administration

Getting Started

Introduction

The CustomChat Server is an HTML enabled100% JAVA based chat server for online chatting within a Web Browser. What makes the CustomChat Server unique is the fact that it allows users to chat in real time (i.e. the messages appear automatically in a scrolling frame) without the use of plug-ins or applets. Why is this an advantage? When you consider that nearly 50% of Internet users are still connecting with 56K or slower modem, not having a time consuming initial download greatly improves the user experience.

Intended Audience

This manual is designed for CustomChat Server Administrators. Users should refer to the Users Manual. Administrating the CustomChat Server is very simple. It is entirely possible to build and administrate your entire chat site without writing a single line of HTML, however, working knowledge of HTML is useful to get the most out of the CustomChat Server. In addition, this manual assumes you already have the Java Runtime Environment (JRE) or the Java Development Kit (JDK) installed on your machine and know how to run Java Programs. If you are not familiar with JDK, please download and install the server that comes with the JRE. You can download either the JDK or the JRE from Sun for FREE at:

> http://java.sun.com

Server Requirements

JVM

The CustomChat Server runs on all Java 1.1.8 or later environments. For Sun Solaris (SunOS) we recommend Sun's JDK1.2.2 with HotSpot performance enhancing engine available for free at http://java.sun.com.

For Windows based operating systems in 1.1.8 environments, we recommend IBM JDK 1.1.8. For all 1.1.8 environments, you will need the collections.jar file. If you do not already have the collections.jar file installed, you may install a copy that comes with the CustomChat Server.

The installer will also install the JRE from Sun if you do not currently have one.

Getting Started

Hardware

JVM performances vary greatly between various ports, our recommendations are for two popular operating systems, FreeBSD, Linux and SunOS.

Note

All CustomChat Server files are installed into one directory /CustomChat.

Client Requirements

The client for CustomChat Chat Server is any HTTP 1.1 compliant browser. For full functionality we recommend Netscape Navigator version 4.0 or later, or Microsoft Internet Explorer version 4.0 or later. WebTV users and users with older browsers that do not support Javascript or Frames may also use the CustomChat Server in Manual Chat Mode.

Files

The following files and directories will be copied to your hard drive during installation: all will be contained in the CustomChat directory:

File Name:	Size:	Type:	Description:
customchat.jar	280K	Java Archive	CustomChat Class files – the Server
HTML	128k	Directory	HTML documents headers and footers
Images	660k	Directory	Utility Images used by the Server
Data	15k	Directory	Area and Room configuration files
collections.jar	254k	Java Archive	Collections Class file
Resources	458k	Directory	Properties and License Key

Table 1. File sizes are approximate, as they will vary under different file systems.

Installation

The CustomChat Server script will step you through the process of decompressing the files and if necessary installing a new Java Virtual Machine. For complete installation instructions, please refer to the readme.txt file

*Note: All files will be located in the CustomChat folder.

Getting Started

Starting the Server

UNIX

Once the installation is complete, type the following command on your server, from the command line, to start the CustomChat ChatServer on port 6743. Port 6743 is the default server port used by the CustomChat Server. Be sure to enable port 6743 on your machine.

> …/CustomChat>./start

Windows

In a graphical environment you can double click on the CustomChat Icon created by the installer. In a non-graphical environment, you must use the command line above.

Logging In as the Administrator

To log in, type in the URL for the port on your server where you will host your chat site. For example if your domain name is **www.customchat.com** type in:

> http://www.customchat.com:6743

If your Web browser is running on the same machine as the CustomChat Server, you can connect at:

> http://localhost:6743

or

> http://127.0.0.1:6743

Note

Depending on how you have the caching set on your Web browser it may be necessary to hold down the shift while clicking reload/refresh on your browser to see the updated Live List.

To login to the CustomChat Server with **Super Admin privileges,** type the following URL into your Web browser.

> http:// localhost:6743/?Reset

Note the word "Reset" is case sensitive! You will see a pop up window that will ask for your username and password. Enter the default Super Admin username: **admin** and the default password: **gofish**, then click OK.

I suggest you change your password immediately – you may do so in the file named chat.properties in the CustomChat directory. You may also do so via the link at the top of the Live List page when the server is running.

Organization of a Chat Site

Site Organization

A chat site is organized into a tree structure, similar to the directory structure in most computer operating systems. The root of the tree is called the **Server**. It represents the root of the entire chat site. Nodes (*folders*) at the next level are called **Areas**, they organize the Rooms into thematic groups. Finally, the leaves (*folders*) of the tree are the **Rooms** — this is where the actual chatting takes place.
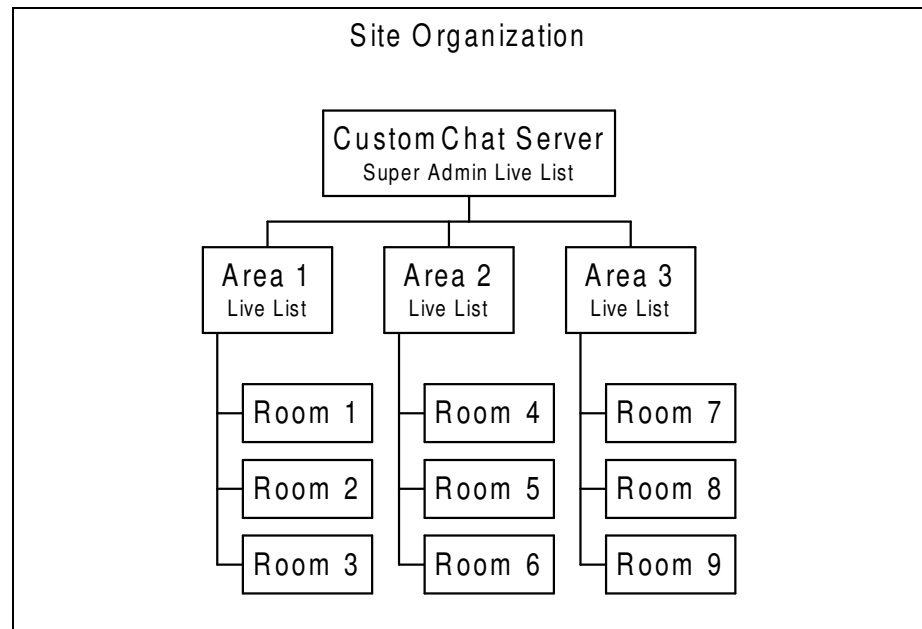
```
                    Site Organization

                  ┌─────────────────────┐
                  │  CustomChat Server   │
                  │ Super Admin Live List│
                  └─────────────────────┘
            ┌───────────┼───────────┐
       ┌─────────┐ ┌─────────┐ ┌─────────┐
       │ Area 1  │ │ Area 2  │ │ Area 3  │
       │Live List│ │Live List│ │Live List│
       └─────────┘ └─────────┘ └─────────┘
        ┌────────┐  ┌────────┐  ┌────────┐
        │ Room 1 │  │ Room 4 │  │ Room 7 │
        └────────┘  └────────┘  └────────┘
        ┌────────┐  ┌────────┐  ┌────────┐
        │ Room 2 │  │ Room 5 │  │ Room 8 │
        └────────┘  └────────┘  └────────┘
        ┌────────┐  ┌────────┐  ┌────────┐
        │ Room 3 │  │ Room 6 │  │ Room 9 │
        └────────┘  └────────┘  └────────┘
```

Figure 1.

Server

CustomChat Server Super Admin Live List

If you follow the instructions in the *Logging In* section of this manual, you will be logging in to the Super Admin Live List for the server. As the name suggests, the Server Live List is a dynamically created listing of all the Areas, Rooms, and chatters on the site.

• **Clicking on one of the Area names will take you to the Live List for that Area.**

• **Clicking on a Room name will take you to the entry page for that Room.**

Organization of a Chat Site

Next to the name of the Server, as well as each Area and Room, is a count of the number of chatters currently logged onto that part of your CustomChat Server. The number of chatters next to the server name is the total of all of the chatters logged into your chat site. The total number of chatters in all Rooms within an Area is displayed next to the Area name. Only chatters in a Room are considered to be logged in. A chatter may not be in an Area, unless they are in a Room.
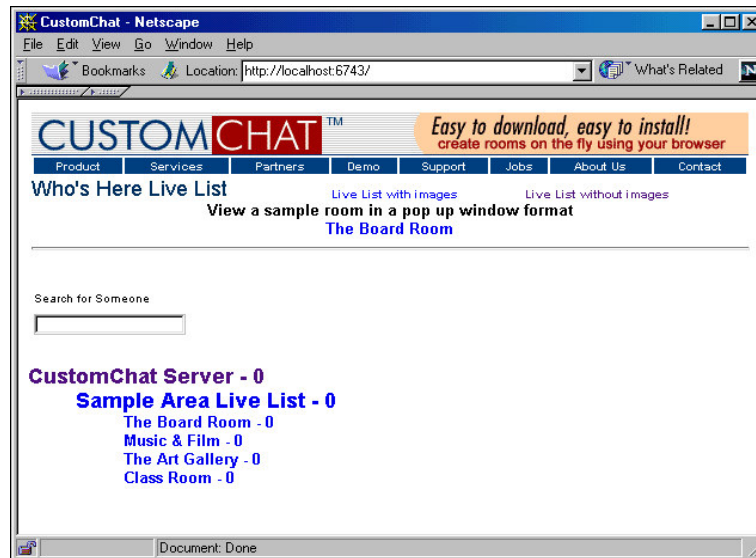
Figure 2. CustomChat Server Super Admin Live List – User's view

Server Admin Controls

In addition to the basic user options, there are some Live List commands that only administrators can see. If you are logged in with Server Admin privileges, you will see a dropdown menu next to the words *CustomChat Server* with the following commands. To execute one of the commands, select the command and then click on the submit button.

> **New Area**
> **Admin Manager**
> **Boot Manager**
> **Bad Word Manager**
> **IP Log & Block**

New Area

This option allows you to create a New Area - a listing for a group of theme chat Rooms.

Organization of a Chat Site

When you select New Area from the dropdown list and click on the submit button, you will be taken to a web-based form called "The Area Creator." See ***Creating New Areas*** for details.

Admin Manager

This option will take you to the Admin Manager for the CustomChat Server. On this page, you will be able to add, remove, and update the list of Server Admins. See ***Admin Manager (Figure 15)*** for details.

Boot Manager

This option will take you to the Boot Manager for the CustomChat Server. On this page, you will be able to add or remove booted chatters as well as change the time they have been booted and the message they see when they attempt to log in.

Bad Word Manager

This option will take you to the Bad Word Manager where you can customize the lists of banned words for each of the four bad word filters. See ***Bad Word Manager (Figure 16)*** for details.

Other Parameters

In the main CustomChat directory there is a text file named /chat.properties. This file contains the configuration to make global changes to the server.

chat.roomname=true- set this option to 'true' to display the Room name in text at the top of the Room Entry page.

chat.defaultrealtime=true – Users have the option to choose Real Time chat or Manual chat on the entry page to each room. Set this option 'true' to make the rooms default to real time when a user enters. Individuals may choose to enter in Manual mode by checking the box before entering.

chat.owner=admin\:gofish – You may change the Super Admin password here also.

chat.timeout=600000 – Adjust this number to change the amount of time before a non-active user will time out of a room. The default timeout is set for 10 minutes.

There are many more parameters in this file, be sure to take a look.
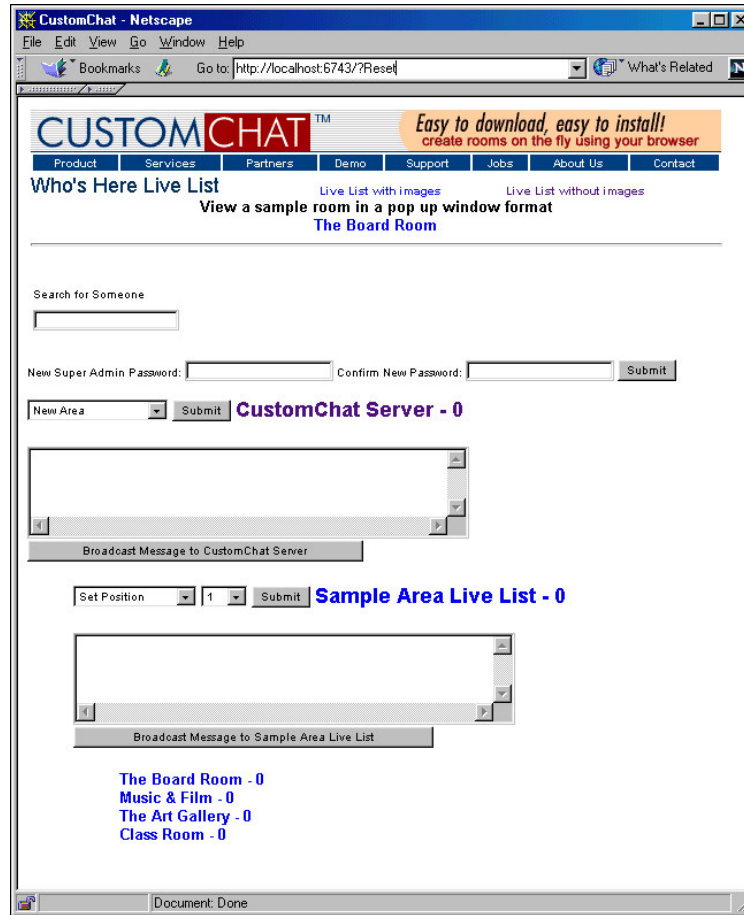
Organization of a Chat Site

Figure 3. CustomChat Server Super Admin Live List – Admin view

CustomChat Server Super Admin Live List — Admin Controls

See the section on Areas (page -10) for an explanation of the commands next to the Area names in the Live List.
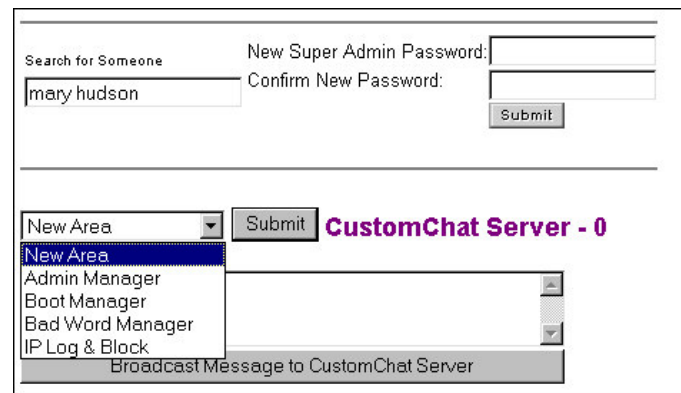

Figure 4. Server Admin Controls

Organization of a Chat Site

Broadcasting to the Entire Server

In addition to the dropdown menu, there is also a text field with a button labeled *Broadcast to the CustomChat Server*. If you put a message in the text field and then hit the *Broadcast…* button, the message you typed will be sent to every chatter currently logged in. This is a good way to make announcements about special events as well as scheduled down time.

Broadcasting to an Area

On the Server Live List and on the Area Live List there is a text field with a button labeled *Broadcast to…* followed by the name of the Area. If you put a message in the text field and then hit the *Broadcast…* button, the message you typed will be sent to every chatter currently logged in to that Area. This is a good way to make announcements about special events that are only relevant to a specific Area.

Broadcasting to a Single Room

On the Area Live List there is a text field with a button labeled *Broadcast to…* followed by the name of the Room*, below each Room name*. If you put a message in the text field and then hit the *Broadcast…* button, the message you typed will be sent to every chatter currently logged in to that Room. This is a good way to make announcements about special events that are only relevant to a specific Room.

Customizing the Super Admin Live List + Utility Pages

We suggest that you make back-ups of any files before editing them.

To customize the look of the Super Admin Live List, you must edit a file called "header.html." Use HTML and Javascript to embed images and multimedia files, anything that can be done in HTML can be saved in this file. The header for the CustomChat Server Live List is stored in the *html* directory:

> …/CustomChat/html/header.html

In this file, you can place whatever HTML you would like to be at the top of the CustomChat Server Live List. However, it is **important** to note that header.html is not a complete HTML file. **It should *NOT* contain the *closing BODY or HTML* tags.**

> </BODY></HTML>

Organization of a Chat Site

The CustomChat Server will automatically put these closing tags in after it adds the dynamic HTML that is generated for the Live List. **Putting these closing tags in accidentally will prevent the Live List from being displayed properly on many browsers.**

To customize the look of the utility page headers and footers, you must edit the files called "messageheader.html" and "messagefooter.html." The utility page headers and footers for the CustomChat Server are stored in the *html* directory:

    …/CustomChat/html/messageheader.html

    …/CustomChat/html/messagefooter.html

In these files, you can place whatever HTML you would like to be at the top and bottom of CustomChat Server error pages and special message pages. However, it is **important** to note that both files are not complete HTML files!

messageheader.html should contain only the opening BODY and HTML tags,

<HTML><HEAD><TITLE></TITLE></HEAD><BODY>

messagefooter.html should contain only the closing BODY or HTML tags.

</BODY></HTML>

USE EXTREME CAUTION WHEN EDITING THESE PAGES

If you make an error – simply download a demo copy of the CustomChat Server again and copy the files to your current configuration – overwriting any changes you have made to the files.

Organization of a Chat Site

Areas

An Area is a cluster of Rooms usually grouped by genre, or an affinity. Like the Server, there is a Live List for Areas as well as Admins. To Create an Area, select New Area from the dropdown list in the Server Live List.

Figure 5. Area Creator Page

Organization of a Chat Site

Area Live List

There are two ways to get to the Area Live List. You may click on the name of the Area on the Server Live List, or you may simply type the keyword for the Area after the last slash in the Server URL.

Example: If the Keyword for the Area is *area51,* then the URL for the Area live list is:

> http://www.yourdomain.com:6743/area51

Once you are at the Area Live List, the Admin commands are essentially the same as the Server Live List Commands. Simply click on any Room you wish to enter, and you will be taken to the Room entry page.
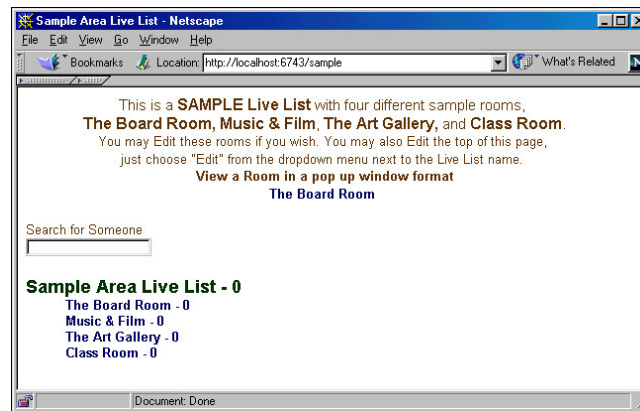
Figure 6. Area Live List

Area Admin Controls – Live List

In addition to the basic user options, there are some Admin commands that only administrators can see. If you are logged in with Area Admin privileges, you will see a dropdown menu next to the name of the Area in both the Server and Area Live Lists. To execute one of the commands, select the command and then click on the submit button.

> **Set Position**
> **New Room**
> **Edit**
> **Delete**
> **Admin Manager**
> **Boot Manager**
> **Bad Word Manager**
> **IP Log & Block**

Organization of a Chat Site

Set Position

This command allows you to change the order in which the Areas and Rooms are displayed on the Live List. For example, selecting the *Set Position* command, moving the position dropdown (right) to the number 1, and clicking submit will cause the Area to be displayed first on the Live List.

New Room

This option allows you to create a new chat Room in this Area. Selecting it will take you to the "The Room Creator" page. See **Creating New Areas** for details.

Edit

Selecting this option from the dropdown will take you to the Area Creator Page where you can customize the look and feel of the Area. If the dropdown is next to a Room, it will take you to the Creator page for the Room.

Delete

Select this option from the dropdown list to delete the Area and all Rooms contained in that Area. If the dropdown is next to a Room, only that Room will be deleted.

Admin Manager

This option will take you to the Admin Manager for this Area. On this page, you will be able to add, remove, and update the list of Area Admins. Only a Super Admin will see this command in the list.

Area Boot Manager

This option will take you to the Boot Manager for this Area. On this page, you will be able to add or remove booted users as well as change the length of time they have been booted for, and the message they see whenever they attempt to log in.
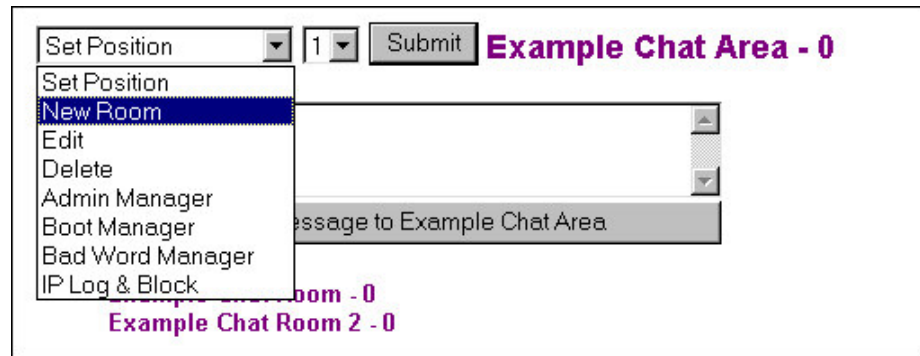
Organization of a Chat Site

Figure 7. Area Admin Controls – Live List

Rooms

A Room is the place where the chatting takes place. Each Room consists of two parts — the entry page and the inside of the Room.

Entry Page

The entry page is a splash page or the front door to a chat Room. It is a page where the user can find out what the Room is like and choose his or her persona before actually entering the Room. The entry page may contain images, text, and other HTML, Flash or JAVAscript elements that describe the contents and themes of the Room.

An Admin may use the checkboxes on the creator form to include other relevant information on the entry page, such as optional lists of recent messages posted inside and/or a list of active chatters in the Room. Every entry page has four fields where the user can choose a Handle, a Tagline, a Homepage URL that will make their Handle a link or an Image that will appear as an avatar next to their text Handle.
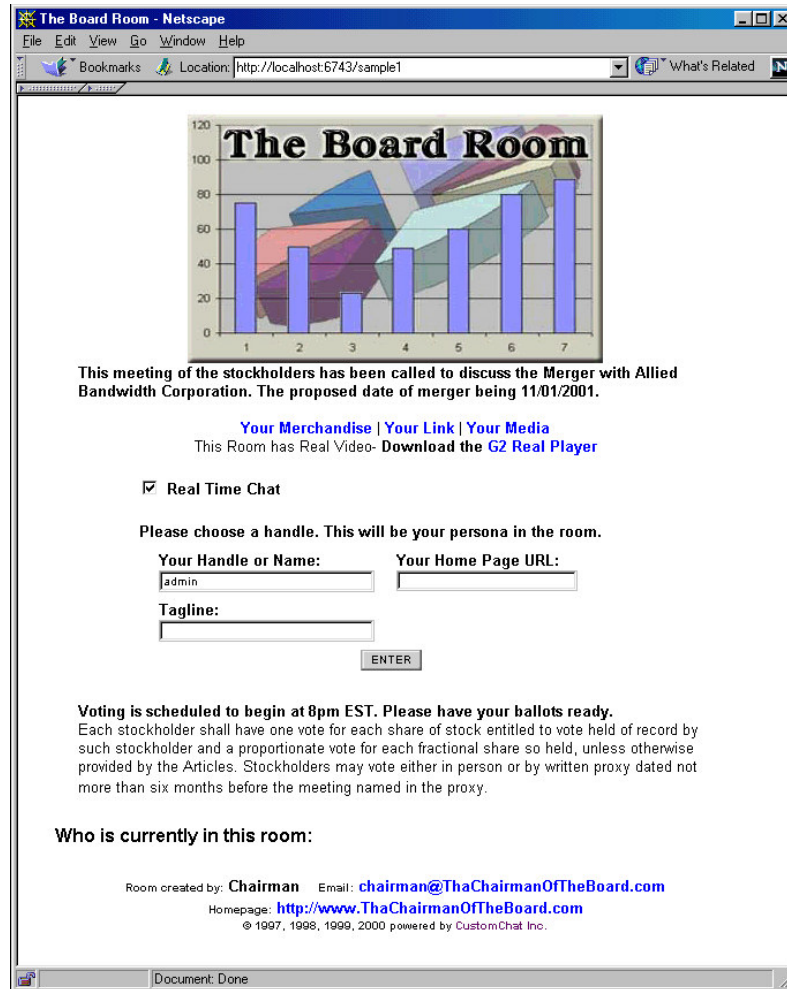
Organization of a Chat Site

Figure 8. Room Entry Page

Handles

A Handle is the user's name in the Room. It appears before all messages posted by that user as well as on any lists of users. The Handle may contain Text and include certain "safe" HTML tags (see Appendix A). Any improper tags or language will be filtered before entering the Room. It is important to note that a Handle is not the same as the username supplied during authentication. A single user may choose to have only one Handle that they use all the time, or they may have many different Handles that they may choose at the time they enter a room, but they may have only one username and password during a chat session.

Organization of a Chat Site

Tagline

Often users wish to include a message along with their Handle that is not part of their permanent identity. This may be a description of their mood, or some other piece of variable information. Taglines allow users to post this sort of information without changing their Handle. As with Handles, Taglines may contain certain "safe" HTML tags that are filtered for language and improper HTML tags before entering the Room.

Home Page URL

Users can elect to link their Handle to a URL. Links must include the appropriate protocol. For example:

www.customchat.com	**Incorrect**
http://www.customchat.com	**Correct**

HTML Files

Under the main CustomChat directory is a directory named /html with these files:

> **header.html** – appears on Super Admin Live List
> **help.html** – user-centric help page
> **NewArea.html** – form used to create Areas
> **NewRoom.html** – form used to create rooms
> **messageheader.html** - appears on error pages (see page 9)
> **messagefooter.html** - appears on error pages (see page 9)
> **send.html** – appears as a pop up window when user sends an outside message to a user in a room.

You may use a text editor to edit any of HTML files in this directory to reflect your own design style. You may add your own footer/signature to the bottom frame by editing signature.html in the main directory.

*BACK UP ANY FILES BEFORE EDITING!

Inside the Room

In real-time mode, the chat Room consists of four frames. The "Top" frame contains your HTML that sets the theme of the Room. The middle right frame is a list of active chatters in the Room. The middle left frame is where messages are displayed. The bottom frame contains the user controls for the Room.

You may add your own footer/signature to the bottom frame by editing signature.html in the main directory
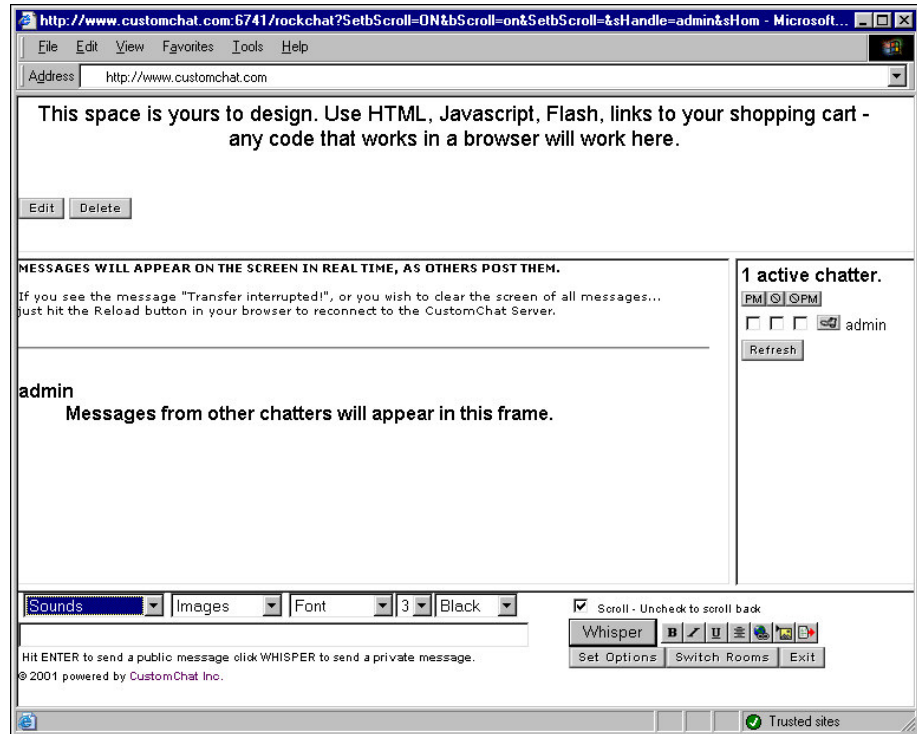
Organization of a Chat Site

Figure 9. Inside Room

Top Frame

The top frame is the part of the Room that gives it its character. Normally, it will contain the name of the Room as well as graphics and other HTML elements that relate to the theme of the Room. For example, a music discussion Room might include artwork from album covers, banner advertisements for CDs, or a streaming media-player. Links to your shopping cart items may go here also. Anything that can be done in HTML can be done in the top frame.

Message Frame

The message frame is where the messages are displayed. When a message is sent to a user, the server pushes it out to a user where it will appear at the bottom of the message frame. As new messages come in, the older messages will scroll up the page to make room for each successive message.

User List

To the right of the message frame is a list of all the users currently in the Room. Next to each user are three check boxes. From left to right the check boxes are:

Organization of a Chat Site

- **Private Message Recipient:** Checking this box indicates that you want to send private messages to this user. You may check multiple boxes including your own to send private messages to multiple users. This feature allows you to chat with a sub-set of users within a room.

- **Ignore Public Messages:** Checking this box means that you will not see any public messages sent from that user.

- **Ignore Private Messages:** Checking this box blocks that particular user from sending you private messages.
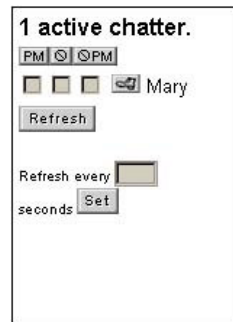
Figure 10. User List

User Controls

The bottom frame contains the following controls:

- **Message Input Box:** this is where users will type messages to post in the Room.

- **Set Options Button:** pops open the options window (see Figure 11).

- **Exit Button:** this logs you out of the Room.

- **Post an image dropdown list:** selecting an item from this list will add an image to your message.

- **Post a sound dropdown list:** selecting an item from this list will add a sound to your message.

- **Scroll checkbox:** checking this box causes the message frame to automatically scroll to the bottom of the last posted message.

- **Switch Rooms Button:** this will take you to the Live List where you can enter a new Room without going though the Room entry page.

Organization of a Chat Site

Options Pop Up Window

The options pop up window contains four check boxes for four custom filters.

- **Ignore Posted Images:** Checking this box will replace all images in users' posted messages with a small blue circle that is linked to the posed image.

  /customchat/resources/images/misc/blue.gif

  * You may replace this image with your company logo or any image of your choice by naming your image blue.gif and replacing the default blue.gif image in this directory.

- **Ignore Handle Images:** Checking this will replace all images in users' Handles with a blue circle that is linked to the posed image.

- **Ignore Sounds:** Checking this box will remove all sounds in messages, and append the following line Select Options to Enable Sounds.

- **Ignore Outside Messages:** Checking this box will block users from sending you messages from outside of the Room.

Figure 11. Set Options Pop up Window

Organization of a Chat Site

Room Admin Controls

>> **Set Position**
>> **Edit**
>> **Delete**
>> **Admin Manager**
>> **Boot Manager**
>> **Bad Word Manager**
>> **IP Log & Block**
>> **Postable Image Manager**
>> **Postable Sound Manager**

The next items only appear in the dropdown list when they have been selected within the creator page.

>> *** View Chat Transcript**
>> *** Delete Chat Transcript**

- **Set Position:** Change a Room's position within an Area by choosing this option along with a corresponding number from the dropdown list of numbers next to the submit button. This numbered list will contain a number for each Room in a Live List. This option may be used when you have more traffic in a certain room and want it to be first in the list.

- **Edit:** Selecting this option from the dropdown will take you to the Room Creator Page where you can customize the look and feel of the Room. If the dropdown is next to a Room, it will take you to the Creator Page for that Room.

- **Delete:** Select this option from the dropdown list to delete the Room. If the dropdown is next to a Room, only that Room will be deleted.

- **Admin Manager:** Select this option to designate new Room Admins. You may assign privileges to as many people as you wish, and you will have the option to set specific dates that apply.

- **Room Boot Manager:** This option will take you to the Boot Manager for this Room. On this page, you will be able to add or remove booted users, as well as change the length of time for which they have been booted. You may also customize the message they see whenever they attempt to log in.

- **Postable Image Manager:** This option will take you to a page where you may choose the images that users will be able to post inside a room. If you select this feature, it will make a dropdown list appear inside the Room with a list of images.

Organization of a Chat Site

- *NOTE: Postable Image Manager will only be available after you have created a room and select the EDIT function.

- **Postable Sound Manager:** This option will take you to a page where you may choose the sounds that users will be able to post inside a room. If you select this feature, it will make a dropdown list appear inside the Room with a list of sounds.

- *NOTE: Postable Sound Manager will only be available after you have created a room and select the EDIT function.

- **DELETE Images and Sounds:** Go to the Postable Image Manager or the Postable Sound Manager and uncheck any boxes next to the images or sounds you would like to remove from a room. Click 'Set' and the images or sounds will be removed. To delete all images and sounds, click 'Remove All'.

I M P O R T A N T   N O T E :

Your own custom Images and Sounds may be added by uploading them to the resources directory and using a text editor to add the images to the cclist file. The cclist file will be found in the same directory as the sounds or images you wish to add. Any Image or Sound in these directories will become available for an Admin to place inside a room in a dropdown list. Only then will users be able to post them inside rooms.

However, users may post other images and sounds located on the Web by using the correct HTML syntax <IMG SRC=

- Images may be uploaded here:
  /**customchat**/**resources**/**images**/**post**

- Sounds may be uploaded here:
  /**customchat**/**resources**/**sounds**

- *** View Chat Transcript:** Select this option to take you to a transcript of a given Room. This option only appears next to Rooms if transcription is turned on. See *Creating New Rooms* for information on turning transcripts on and off.

- *** Delete Chat Transcript:** Select this option to delete a transcript of a given Room. This option only appears next to Rooms if transcription is turned on. See *Creating New Rooms* for information on turning transcripts on and off.
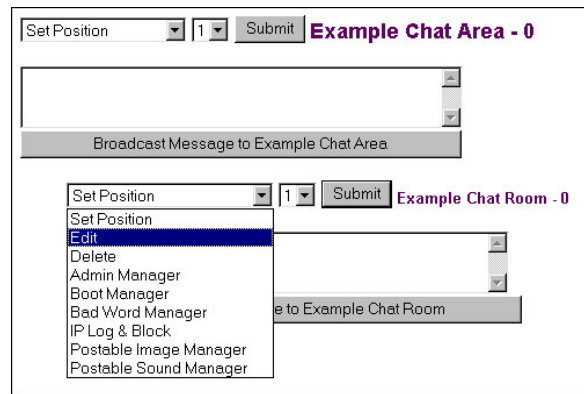
Organization of a Chat Site

Figure 12. Room Admin Controls – Live List

Disabling Features

There are some features that an Admin may choose to DISABLE:

> **Disable HTML**
> **Disable Private Messaging**
> **Disable Switching Rooms**

These features may be disabled room by room or globally by using the appropriate checkboxes on the creator page for Room or Area.

- **Disable HTML:** If you choose this option, users will not be able to post images or use any HTML in their messages.

- **Disable Private Messaging:** If you choose this option, users will not be able to send private messages to eachother.

- **Disable Switching Rooms:** If you choose this option, users will not be able to switch to any other rooms on the server from within this room.

User Identification

User Identification appears after a users Handle, inside a room, and on the Live List. There are three types of User Identification that an Admin may choose from the dropdown list in the creator:

- **No Numbers:** If you choose this option, nothing will appear after a users Handle.

- **ID Numbers:** If you choose this option, a randomly generated number will appear after users Handle. Users will be assigned the

Organization of a Chat Site

same number if the always log in with the same Username and Password.

- **IP Address:** the users IP address will appear after users Handle.

Private Rooms

An Area Admin may choose to allow users to create their own customized private rooms. Enable this feature by checking the box entitled: "Log a **TRANSCRIPT** of this room " on the creator page for Room. The user created rooms will appear appended to the bottom of the Live List in sequence, below any previously existing rooms. Any user that creates a room will automatically become the Admin of that room.

Admin Controls – Inside Room

> **Edit**
> **Delete**
> **Boot**

In addition to the Admin features mentioned in the Room Live List, there are several extra buttons inside a Room that only Admins see.

- **Edit Button:** Clicking this button will take you to the Creator Page for the Room where you can make any changes you like (see Figure 12). This privilege allows the Admin to Edit the one Room where they have privileges only if the "Edit" box is checked in their profile in the Admin Manager. It is possible to Edit a Room while users are still in it without disrupting their conversation.

- **Delete Button:** Clicking this button will delete the Room (see Figure 15). This privilege allows the Admin to Delete the one Room where they have privileges only if the "Delete" box is checked in their profile in the Admin Manager.

- **Boot Button:** A small Boot Icon appears next to every user's name in the User List frame as well as any other place a user's name is listed. Clicking on this button will take you to the Boot Manager where you can put them on the list of Booted users, and specify an amount of time they will be blocked from entering that particular Room. This is a quick way of getting rid of unruly chatters.

Organization of a Chat Site

Creating a Room

Importance of Key Names

One of the required fields on both Creator forms (Area and Room) is called "Key Name." This is a short descriptive title for the Area or Room. The Key Name will become the last part of the URL of the Area or Room. Best to use one word, we recommend that you try to keep it as short as possible and make it something the users will easily remember.

Logging a Transcript

You may choose to log a transcript of each room. This feature may be used to archive the text of an event or any chat room usage. Chat transcripts are rendered in HTML format. You may edit the transcript in any text editor as you would an HTML page.

To turn this feature on you must check the box labeled 'Log a **TRANSCRIPT** of this room' on the Room Creator Page.

To view the transcript, select "View Chat Transcript" from the dropdown menu on the Live List next to the particular Room. The transcript will be shown in a browser window. Use the "save as" option on your browser to save the file to your hard drive.

To delete the transcript, select "Delete Chat Transcript" from the dropdown menu on the Live List next to the particular Room. Click submit and the transcript will be deleted.

Scrolling – Real Time chat

When a user enters a room in the Real Time chat mode, all messages from other users will appear in the message area.

To stop the messages from scrolling and manually scroll back in the text, uncheck the box labeled 'Scroll' – this is located inside the chat room in the bottom frame.

Figure 13. Real Time Chat User Input Frame

Organization of a Chat Site

Creating and Editing a Room

You may change any of the Room entry page aspects by filling in the fields on the Creator form when creating or editing a Room. Below is a list of fields you may change:

- The Room Name

- Optional Room Password

- Set the Key Name
  - This will be a searchable keyword

- Exit URL
  - Set the page users will see when they exit each room

- Room Entry Image

- Button Color Theme

- Text, Link, VLink colors

- The Background

- Add any HTML above and below the login fields

- Display a variable number of recent messages from inside the Room

- Add Links

- Add an image inside of the Room

- Add a text message inside of Room

- Customize the text on Speak button for Manual rooms

- Customize text on Whisper button

- Log a transcript of the Room

- Choose an editable Bad Language Filter

- Make a Room Hidden from the Live List

- Add your signature to the footer

- Name or Company Name

- Email Address

- URL to your Homepage

Organization of a Chat Site

Inside the Manual Chat Room

Below is the Admin view of the manual chat interface. This is the interface that users with WebTV and older browsers will use. To see new messages the user must click on "Get New Messages" or "Speak".
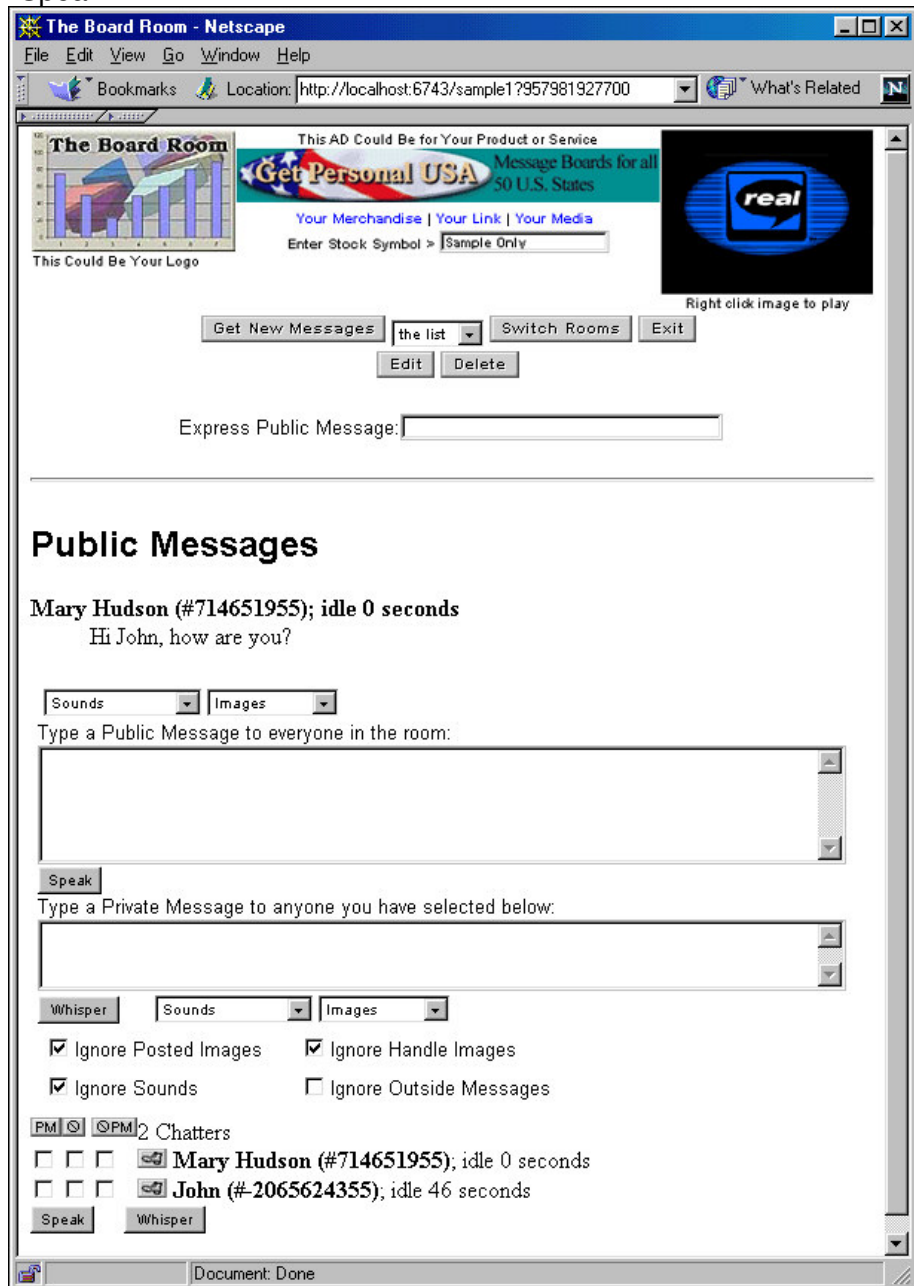

Figure 15. Inside Manual Room

Administration

Admins

Admins are users who have been given additional privileges, such as allowing them to create new Rooms and Areas. Typically these are the people who are working on the site or trusted users. Particularly in larger installations, it may be necessary to assign some of the responsibility for creating and administrating parts of the chat site. To facilitate this, CustomChat employs a hierarchical Admin structure to allow Admin responsibility to be delegated without exposing the entire Server.

Levels of Admin

The four levels of Admin in descending order of privilege are Super Admin, Server, Area, and Room. Each level of Admin inherits all of the privileges of its children. For example, an Area Admin is also a Room Admin for all of the Rooms in that Area. Likewise a Server Admin is an Area Admin for all Areas and Room Admin for all Rooms. Because higher level Admins can designate lower level Admins, an Area Admin, for example, can designate a Room Admin.

Super Admin

The Super Admin can be thought of as the owner of the chat server. There is only one, and they have all privileges. In many ways, they are the same as Server Admins with the important distinction that only the Super Admin can designate new Server Admins.

It is important to keep the Super Admin username and password secret.

Server Admin

Server Admins have Admin privileges for the entire site (see Figure 15). They can designate new Area and Room Admins.

Area Admin

Area Admins have Admin privileges for their Area as well as all Rooms contained in that Area (see Figure 15). They can designate new Room Admins for their Area.

Room Admin

Room Admins have Admin privileges for their Room only and cannot designate new Admins (see Figure 15).

Administration

Designating New Admins

In the bottom frame of the Admin Manager (see Figure 15), enter the new Admin's username, passphrase, a date of activation, and a date of expiration for their privileges. When you click on "Add Admin," the new Admin's information will appear in the top frame where you can set their privileges.
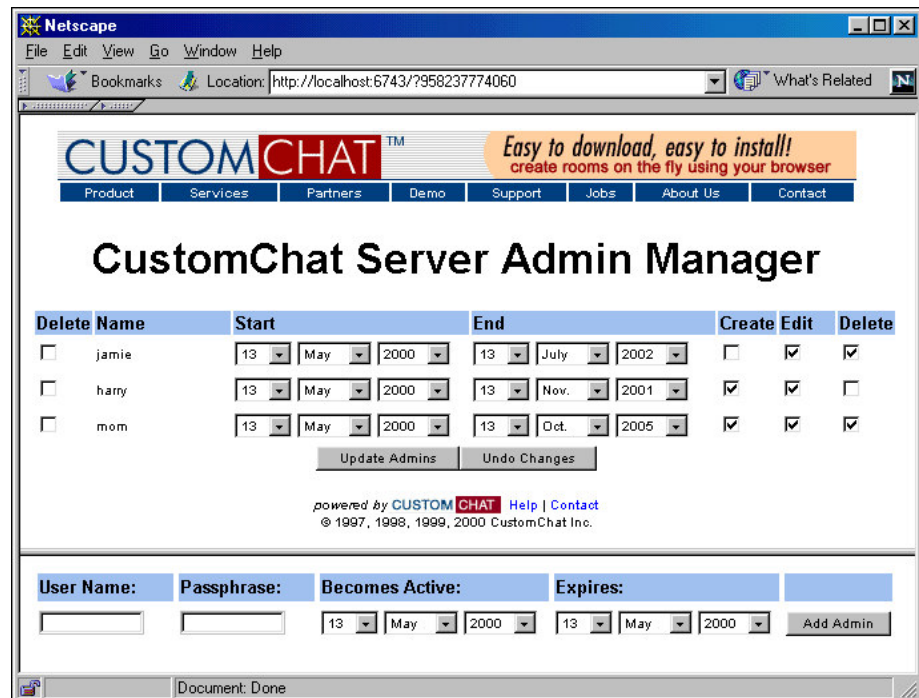
Figure 16. Admin Manager

Limiting Privileges

Next to the name of each Admin, you will see two date fields and three checkboxes. The date fields allow you to set the time period that the account will be effective. The check boxes let you set the level of privileges for each Admin. Only a Super Admin has site wide privileges and may assign sub-admin privileges to a user.

- **Edit:** An Admin is allowed to make modifications to an Area by using the edit mode. For example, an Area Admin with edit privileges can edit the Area settings.

- **Delete:** The Admin is allowed to delete children of this object. For example, a Server Admin can delete Areas.

- **Create:** The Admin is allowed to create new children of this object. For example, an Area Admin could create new Rooms in that Area.

Administration

IP Log & Block

Use this feature to block access on a user by user basis. Blocking may be done at room, area or server level. You can block a user from a room, an area, or from the whole chat server. On the IP Log & Block page you will see a listing of all active users Handles and IP addresses. Each user will have a checkbox next to their handle, select this checkbox and click on "Do It!". Once a user is blocked, their Handle and IP address will appear in the 'Blocked' list with a check box next to it.

Super Admin

The Super Admin may block a user from the whole chat server by choosing: IP Log and Block from the dropdown menu next to the sever name.

Area Admin

Area Admins may block a user from an area server by choosing: IP Log and Block from the dropdown menu next to the Live List area name.

Room Admin

Room Admins may block a user from an area server by choosing: IP Log and Block from the dropdown menu next to the room name.

To complete the blocking action and remove user from the room, use the 'Boot' feature (see page

UNBLOCKING Users with IP Log & Block

Use this feature to block access on a user by user basis. Blocking may be done at room, area or server level. You can block a user from a room or area, or from the whole chat server. On the IP Log & Block page you will see a listing of all active users Handles and IP addresses. Each user will have a checkbox next to their handle, select this checkbox and click on "Do It!". Once a user is blocked, their Handle and IP address will appear in the 'Blocked' list with a check box next to it.

Administration

Shutting Down the Server

The CustomChat Server can be shut down and restarted from the web. To **shut down** the server, enter the following URL in your Web Browser:

http://www.yourdomain.com:6743/?Action=1001

Bad Word Manager: Customizing the Bad Language Filter

When creating a Room, you may select from one of five bad language filters:

NONE	G	PG	PG13	R

By using the Bad Word Manager, you can customize the lists of forbidden words for each filter. To add a bad word, just type it at the bottom of the list. To remove a word, just delete it from the list. You may cut and paste words as though it were a regular text document. When you are done making your changes, click submit, the page will reload and you will see the updated list. If you wish to undo your changes, hit refresh and the list will revert back to its last saved state.
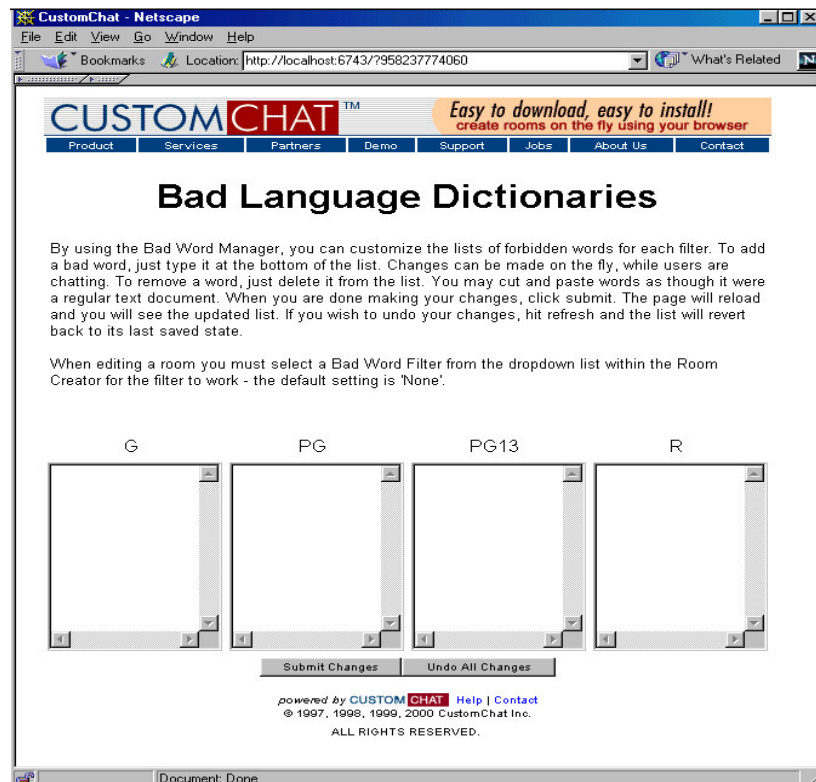

Figure 17. Bad Word Manager

Glossary

AFT Filter
closes any HTML tags that are left open and removes incorrect tags and/or blocked content from messages posted in a Room

Area Live List
a listing or grouping of Rooms, it may be eclectic or by genre or theme

Bad Words
a list of offensive words determined by Administrators

Broadcast
send a message to everyone logged into the CustomChat Server, an Area, or a specific Room

Chat Daemon
denotes a message from the CustomChat Server system; a "daemon" is a program that runs in the background without any assistance from users

Creator
an HTML form with variables that submit to the CustomChat Server and create chat pages

Edit
change the look and feel of an Area Live List or a Room

Ignore
block messages from other users — publicly and/or privately

Key Name
a one word description or title for a Room that is used as a search term and becomes the last part of a Room or Area URL. A Key Name is used so that you may change the NAME of an Area or a Room as it is displayed in the Live List, without changing the URL.

Server Live List
a listing or grouping of Areas, it may be eclectic or by genre or theme

Passphrase
as a security measure, the CustomChat server allows users to set passwords that include more than one word. The only character you may NOT use in a password or passphrase is a colon **:**

Private Message
send messages to one or more users that only the intended recipients will see displayed on their screen

Public Message
send messages to everyone in a Room; your message will be displayed for all users within the Room you are in

Real Time
end user sees messages on the screen as others post them

Super Admin
has the authority to create accounts for Admins at any level; when logged in to the CustomChat Server system with the Super Admin username and password, you will have access to the Admin Manager; you may set and limit privileges for Admins at each level and set start and end dates for these privileges

Taglines
a message or statement appearing after the chatter's "handle"; it may include HTML

Appendix A. Safe HTML TAGS

List of HTML Tags Allowed In Messages

<A>	<ADDRESS>	<B>	<BIG>
<BLINK>	<BLOCKQUOTE>	 	<CAPTION>
<CENTER>	<CITE>	<DFN>	<DIR>
<DIV>	<EM>	<EMBED>	<FONT>
<H1>	<H2>	<H3>	<H4>
<H5>	<H6>	<HR>	<I>
<IMG>	<KBD>	<MENU>	<NOBR>
<P>	<SAMP>	<SMALL>	<STRONG>
<SUB>	<SUP>	<TABLE>	<TD>
<TEXTAREA>	<TR>	<TT>	<U>
<VAR>			

Table 2. These are tags that may be used when creating a Room or while chatting in a Room.

Appendix B. Supported MIME Types

MIME type	Extension
application/octet-stream	.bin .dms .lha. lzh .exe .class
application/postscript	.ai .eps .ps
application/rtf	.rtf
application/x-compress	.Z
application/x-gtar	.gtar
application/x-gzip	.gz
application/x-httpd-cgi	.cgi
application/zip	.zip
audio/basic	.au .snd
audio/mpg	.mpga .mp2
audio/x-pn-realaudio	.ram
audio/x-wav	.wav
image/gif	.gif
image/jpeg	.jpeg .jpg .jpe
image/png	.png
image/tiff	.tiff .tif
image/x-cmu-raster	.ras
image/x-portable-anymap	.pnm
image/x-portable-bitmap	.pbm
image/x-portable-graymap	.pgm
image/x-portable-pixmap	.ppm
image/x-rgb	.rgb
image/x-xbitmap	.xbm
image/x-xpixmap	.xpm
image/x-xwindowdump	.xwd
text/html	.html htm
text/plain	.txt
text/richtext	.rtx
text/tab-separated-values	.tsv
text/x-sgml	.sgml .sgm
video/mpg	.mpeg .mpg .mpe
video/quicktime	.qt .mov
video/x-msvideo	.avi
video/x-sgi-movie	.movie

Table 3. This is a list of all of the MIME types the CustomChat Server will currently serve. It will also serve any MIME type that your Web server allows.

Appendix C: Frequently Asked Questions

What if I want to use a media type not supported by the CustomChat Server?

Not all of the resources in a chat Room have to come from the CustomChat Server. If you have a Web server that can serve up the resource you want, simply type in the full URL to the resource and it will appear in the chat Room along with the resources the CustomChat Server is serving.

Whenever I am in a CustomChat Room, the browser looks as though it is trying to load a huge file. What is my browser trying to load?

The CustomChat Server Uses Server-Push to deliver messages to the user. This is accomplished by leaving one of the files open to which the Server can write new messages as they arrive. The browser interprets this as a file that is constantly loading.

How can I log in with a new username and password?

The CustomChat Server will prompt you to enter a username and password when you try to access any URL within the CustomChat Server that requires authentication, such as entering a Room. Once you have entered your password for the first time, it will automatically be set from then on. If you wish to change who you are logged in as, or wish to login without trying to access a secure part of the CustomChat Server, add the "**Reset**" CGI variable to the URL and hit enter.

Example: to login from the Server Live List type in:

> http://yourdomain.com:6743/**?Reset**

You will be presented with a pop up box where you can enter your new username and password.

My Super Admin username and password are no longer secure, how do I change it?

Your Super Admin username will always be: admin
You may change your password/passphrase on the fly, by using the form located at the top of the Super Admin Live List.

After you first install the server, the default Super Admin login is:

Username: admin

Password: gofish

*IMMEDIATELY - Change the Username and Password to something new, we recommend using more than six characters and using a mixture of numbers and letters for the password. The only character you may NOT use in a password or passphrase is a colon :

Filename: CustomChatManual1.5.doc
Directory: C:\Bizplan\Manual
Template: \\WSI02\ISD\DTP\Template\Format93.dot
Title: CustomChatManual
Subject: Server Manual Version 1.5
Author: CustomChat Inc.
Keywords: server, chat, conference, community
Comments:
Creation Date: 10/14/01 2:32 PM
Change Number: 78
Last Saved On: 09/28/03 5:46 PM
Last Saved By: Micky
Total Editing Time: 1,168 Minutes
Last Printed On: 09/28/03 8:00 PM
As of Last Complete Printing
    Number of Pages: 38
    Number of Words: 7,274 (approx.)
    Number of Characters: 41,462 (approx.)