



The Gigaphone

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The Shouting Ground Newsletter

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Shouting Ground's Services

Shouting Ground offers an array of reliable services, all backed by our own highly skilled technical support team, so you'll always get great service and friendly assistance! Below is a quick summary of a few of the services we have to offer.

Network and Computer Support

Shouting Ground can provide full or partial IT support on a per job or continuous contractual basis. Our services include designing, implementing and maintaining your network, hardware and software maintenance, upgrades and troubleshooting, remote office connectivity, file server and network storage solutions, backup and recovery, firewalls and VPN, and just about anything else computer and network related. With knowledgeable technicians, equipment monitoring, and quick response times, Shouting Ground can solve your IT nightmares. For more details, please call us at 217-351-7921.

Dedicated Lines

A dedicated line guarantees that your connection will be available at the most critical times. Service is 24/7, and full bandwidth is available at all times. Prices have dropped considerably on T-1 dedicated circuits. Call us today for a quote!

Business Class SDSL*

Symmetric DSL keeps you connected with blazing fast speeds in both directions. When dependability is a must, our DSL service delivers the bandwidth you need. Includes 5 E-mail addresses, web hosting for one domain name, and one static IP address!

384kbs	\$175/mo.
768kbs	\$275/mo.
1152kbs	\$350/mo.
1544kbs	\$465/mo.

ISDN*

Shouting Ground's ISDN service is reliable connectivity that is faster than dialup and can be shared by multiple computers. ISDN is a great way to get broadband service at dialup prices!

64kbs	75 monthly hours	\$25/mo.
128kbs	75 monthly hours	\$50/mo.
64kbs	300 monthly hours	\$40/mo.
128kbs	300 monthly hours	\$75/mo.

Dialup Accounts

Our dialup service is packaged to fit your needs. One E-mail address is included with each type of account.

Low Usage	25 monthly hours	\$10/mo.
Standard	75 monthly hours	\$17.50/mo.
Heavy Usage	300 monthly hours	\$25/mo.
24/7	Unlimited hours	\$50/mo.

Web Site Hosting

Shouting Ground can host your web site to give you a presence on the Internet! Our reliable and secure Apache web server will ensure that your site stays up and the visitors can get the information they need. A one-time \$20 setup fee may apply, additional pricing for required services is below:

Unix Shell Account	\$10/mo.
Virtual Hosting	\$5/mo.
Domain Name Serving	\$5/mo.

Services a la Carte (monthly rates)

POP E-mail Address	\$5	Virtual Hosting	\$5
Unix Shell Account	\$10	Virtual FTP	\$5
Extra 10MB Disk space	\$2	Virtual E-mail	\$5
Static IP Address	\$5	MySQL Access	\$10
Domain Name Serving	\$5	PHP 4 Access	\$10

**Pricing does not include installation, equipment, or telco usage costs.*



Staying Inside the Lines

Most of us are aware that we need to protect our networked computers from worms, viruses, and denial-of-service attacks. Anti-virus software is commonly bundled with new computers. Firewalls are becoming more widely used on home networks. Lately we've been bombarded with advertisements for products that have a "built-in firewall," which raises some questions.

Do I need a firewall if I'm running anti-virus software?
Is my browser's built-in firewall as good as one in a router?

The purpose of the firewall is to prevent unanticipated and intrusive traffic from invading your network. This is typically done using "IP Masquerading," where all of the computers on your network are assigned an internal IP address not directly

Continued on back



Configuring Webmail

Since its introduction just over one year ago, Shouting Ground's Webmail (Web based E-mail access) has proved to be an essential utility for all types of E-mail users. While Webmail allows easy, on the fly access to your messages, it also offers a robust interface that can be customized in many different ways. This article focuses on configuring Webmail to suit your taste, including some helpful tips for users with an E-mail address ending in their own domain name.

To get started, open a web browser and log in to Webmail at <https://webmail.shout.net>. Once logged in, click on the "Options"

Continued on back

Staying Inside..., continued from front

accessible from outside the network, by filtering all network traffic and allowing only the types of traffic expected, or some combination. IP Masquerading, or NAT as it's commonly called, is simple and effective if all of your traffic is originated from inside your network. If you need to access services from outside the network, your firewall can map incoming requests to the correct server. Networks with a wider range of services may prefer the filtering type of firewall, in which provision is made to pass through expected kinds of network packets, and reject others.

A firewall should ideally be as close to the edge of your network as possible. Many routers have firewall capabilities because they sit between the Internet and your home or business network. A firewall prevents unanticipated and potentially intrusive traffic from invading your network. If the firewall is located on a single computer, only that computer is protected. That computer may still be subject to other vulnerabilities, which would render the single-machine firewall protection useless.

While a properly configured firewall prevents unwanted traffic from reaching your network, it can't distinguish intent. We may program our firewalls to allow E-mail to go through, while prohibiting instant messaging or telnet. The E-mail may carry a virus or worm right through the firewall, because it can't identify the payload as dangerous. So it is still important to have virus protection on your computers.

The effectiveness of a firewall depends both on its capabilities and its place in the network. For maximum effectiveness, the firewall should be between your Internet connection and the rest of your network. Even the most effective firewalls can let viruses and worms pass through, so be sure to use virus protection software, even if you have a good firewall in place.

*Mike Berger,
Director of Engineering*



Webmail..., continued from front

link to get to the main page for setting up your preferences. On this page you will find several menus containing various types of settings. Most important are the "Personal Information" and "Display Preferences" menus, however, you can also find useful features such as "Message Highlighting" and "Index Ordering," which allows you to show the size of each message in your Index.

From within the Personal Information menu you can enter settings such as your full name, E-mail address, and personal signature. Note that it is not required to fill out any of these settings in order to use Webmail, but many users prefer to have their full name listed on their outgoing messages instead of just their E-mail address. Also, if you want responses to the messages you send out to go to a different E-mail address, specify it as the "Reply to" address. Users who have an E-mail address ending in their domain name should enter their address in both the "E-mail Address" and "Reply to" fields so that their address is properly displayed on sent mail. After making any changes you must scroll to the bottom of the page and click the "Submit" button in order to save the new settings.

Now it is time to configure the way the Webmail interface appears. Go to the options section and click on the Display Preferences menu where you can choose from a healthy list of color themes, change font appearances, and customize many other settings that affect the way your mailboxes are displayed.

(Currently I favor the "High Contrast" theme with the Custom Style Sheet set to "sans-10.") The style sheet allows you to select a font with or without serifs, and also gives you a few choices in font size. While on this page you might also want to increase the "Number of Messages to Index" setting if you would like Webmail to display more messages per page. Again, you must scroll to the bottom and click the "Submit" button to save changes. The changes you made will take effect the next time you refresh your browser.

Just like your regular E-mail reader (Eudora, Netscape, Outlook, etc.), Webmail stores a copy of your sent and deleted messages in the "Sent" and "Trash" folders, respectively. The only difference with Webmail, is that these folders are stored on our server, so any messages and their attachments within are counted towards your disk space. For this reason it is usually best to go into the Folder Preferences menu and set the Trash folder setting to "Do not use Trash," and optionally likewise for the Sent folder. This means that when you delete or send a message, it will not be copied into either of their respective folders, thus saving valuable disk space. Like the other menus, scroll down and click the "Submit" button to save any changes you may have made.

So now you should have a feel for a few of the many ways in which Webmail can be configured. If you wish to know more, the "Help" section from within Webmail has some very detailed documentation. A few moments of tweaking and you'll have a personalized interface for checking your E-mail!

*Bill Cline,
Technical Assistant*



Shouting Ground meets Nextel

Shouting Ground is pleased to announce our partnership with Nextel. As an authorized reseller, we are able to offer the standard Nextel cellular phones, service agreements, and accessories - all along with the high quality support our clients have grown to expect.

One of Nextel's most useful services is the "Push-To-Talk" walkie-talkie feature, which can now be used nation-wide. This service makes communication faster and more convenient, and since Nextel was the first cellular provider to offer this type of service their technology has matured, making it both reliable and easy to use.

Other great features available with Nextel services include a Global Positioning System, Blackberry E-mail, and the ability to dialup to the Internet with your cell phone and laptop. For more information, please call us at 217-351-7921 or send a message to nextel@shout.net.

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