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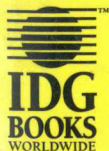
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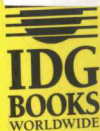
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Key Intranet Publishing Abbreviations

CGI (Common Gateway Interface). A standardized method for a web server to pass instructions and data along to an external program, and for that program to return information to the user.

FAQ (Frequently Asked Questions). A document, such as an intranet web page, featuring a list of common questions and their answers.

FTP (File Transfer Protocol). A TCP/IP application designed for copying files of various types between computers.

GIF (Graphics Interchange Format). A compressed graphics file format developed by CompuServe and characterized by small file sizes and a maximum palette of 256 colors.

HTML (HyperText Markup Language). The most popular coding method for defining documents on intranets, HTML permits the web page author to specify approximately where text, graphics, and links should appear, and what they should do (if anything).

HTTP (HyperText Transfer Protocol). The client/server protocol that manages links between pages on a web server. Intranet servers and browsers "speak" HTTP, which underpins the World Wide Web and corporate intranets.

IBT (Intranet-Based Training). Computer-based training designed for distribution on an intranet.

JPEG (Joint Photographic Experts Group). A graphic file type featuring adjustable compression and the ability to display millions of colors. Best suited for compressing photorealistic images rather than images with precise lines and curves.

LAN (Local Area Network). A network containing servers, workstations, cable and software all connected together within a relatively small geographical area.

OCR (Optical Character Recognition). The process of converting a scanned document from a collection of tiny dots into a text document that a computer word processor or editor can understand.

ODBC (Open DataBase Connectivity). The most widely supported standard for open database software, initially developed by Microsoft. All major relational Data Base Management Systems (DBMSs) support ODBC — DBMS vendors supply their own ODBC software.

PDF (Portable Document Format). Adobe's file format standard for document interchange, and one of the more popular document formats on the Internet and intranets.

PERL (Practical Extraction and Report Language). A programming language used frequently in CGI scripts. PERL contains several commands for handling text, making it suitable for processing HTML forms.

SGML (Standard Generalized Markup Language). A document design system used in high-end publishing applications, and the parent of HTML. SGML imposes a stricter separation of form and content than HTML.

SSL (Secure Sockets Layer). A standard method of providing encrypted data transmission between an intranet browser and web server.

TCP/IP (Transmission Control Protocol/Internet Protocol). A set of network protocols (languages) that intranets use for file transfer, network management, and messaging.

URL (Uniform Resource Locator). The address that points users to a specific intranet service (usually HTTP or FTP) and location (web page, file to download). Every link on a web page has an associated URL.

WAN (Wide Area Network). Local Area Networks (LANs) connected across large distances, usually via communications protocols running on satellite, microwave or Internet links.

WWW (World Wide Web). Born in 1993, the multimedia face of the Internet. Web pages can include color graphics and even sound and video. They can also include convenient and automatic links to other Web pages.

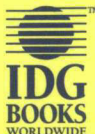
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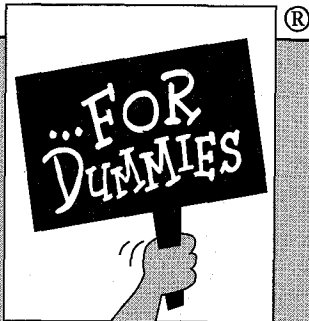
Ways to Publish Documents on an Intranet

Publishing Format	Concerns, Problems, and Particulars
Native Format	Okay if browser supports the format (e.g. text, GIF, JPEG, etc.)
Native Format, with browser plug-in	Plug-in runs in browser's memory space and adds viewing capabilities for native format documents
Native Format, with helper program	Helper program runs in its own memory space, can be called by browser to display the document in its native format
Convert to HTML/Java, retain exact formatting	Java-based programs such as Net-It Now! retain exact text and graphics layout as you have in the unconverted document
Convert to HTML, web-style formatting	Conversion tools such as HTML Transit reformat document to web conventions, don't require Java, don't always look exactly like the original
Convert to HTML using original	HTML export feature of original program may be built-in or an application add-in to the original program — converted document doesn't always look exactly like the original
Scan, convert to editable text using OCR, and save as HTML	For paper-based documents — use software that can do all three in one program
Convert to portable document format	Requires a browser plug-in or helper program, such as Adobe Acrobat Reader
Convert to specialized database format	Create a document database (such as a Folio infobase) for fast and standardized search and retrieval
Convert to Open Database (ODBC) format	Store documents as ODBC database records and use database connectivity products to view and update them
Publish as binary file	Create a download page for software upgrades, computer-based presentations, and so on using FTP or HTTP
Publish as push document	Create channels for automatic distribution to users who specify preferences, distributes documents to users automatically



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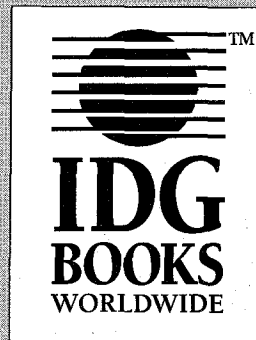
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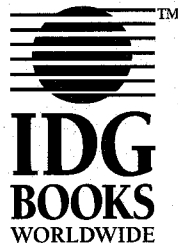
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by Glenn Weadock

Illustrated by Emily Weadock



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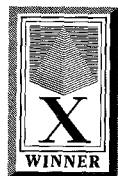
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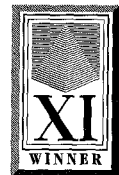
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To Emily, Carina, and Cecily, *sine qua non*.

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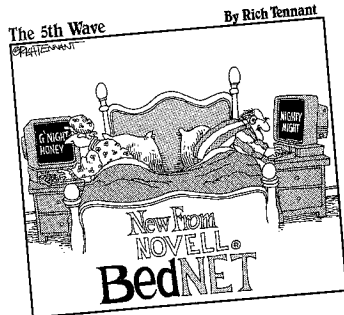
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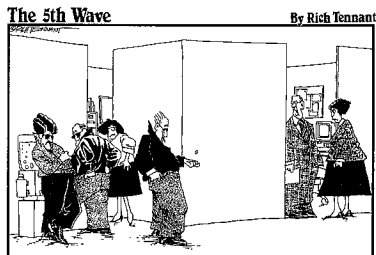
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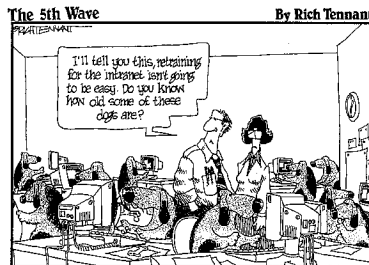
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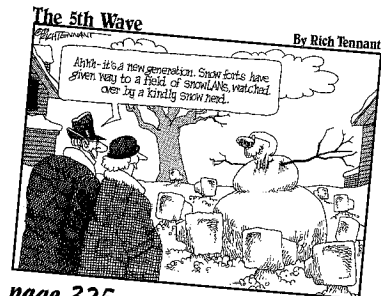
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Appendix A: Glossary



This glossary defines most, if not all, of the technical terms in this book. Because you're more likely to know an acronym than what it stands for, definitions appear with the acronyms rather than with the expanded term. Cross-referenced terms are in *italics*.

ActiveX. An evolution of the Object Linking and Embedding (OLE) technology in Windows, *ActiveX controls* are bits of software that let a web browser do things like run ActiveX-compatible applications, such as the Microsoft Office suite, "inside" the browser window. ActiveX also enables programmers to create Windows-based client/server applications for an intranet. ActiveX is so closely tied to Windows that it doesn't do much for non-Windows platforms.

ActiveX control. A web page component that provides for dynamic, interactive behavior. See also *ActiveX* and *Applet*.

Add-in. A program that gives another program new or extended capabilities. See also *helper program*.

Airwall. A physical separation between two computer networks, such as a company intranet and a company Internet server. An airwall makes it just about impossible for an Internet *cracker* to penetrate your intranet.

Anonymous login. A login to a server in which the user does not specify a network user name, or specifies the user name *anonymous*. Often used for *FTP* download sites on an intranet.

API (Application Program Interface). A defined set of commands or "calls" that application programs use to communicate with underlying services, software, or devices. *ISAPI* (*Information Server API*), for example, allows applications to interact with Microsoft Internet Information Server.

Applet. 1) A small, single-purpose program, often designed to run "inside" another program; usually refers to Java programs that run inside a web browser. 2) A runt apple.

Archie. A service that can help you find a specific file on an *FTP* site somewhere — as long as you know the exact file name.

ATM (Asynchronous Transfer Mode). A network data transmission system that offers high speed and the ability to prioritize traffic. ATM is too expensive to bring to desktop workstations, but many organizations are using it for network *backbone* communication.

Attachment. A data file or program sent along with an e-mail message.

Authentication. Validating that a user who supplies a given name and password is, in fact, a legitimate network user. Intranet servers handle authentication either by using an existing security database or by checking their own internal one.

Backbone. The part of a large network, typically a communications channel connecting servers, that manages most of the traffic and links *Local Area Networks (LANs)* together.

Back-end. The part of a computer system that administrators, rather than users, work with directly. Just as a business may have a front office that customers see and a back office where the daily work gets done, computer systems can have a front-end (such as a user's web browser) and a back-end (such as a server running *CGI scripts* or connecting to databases).

Bandwidth. The data-carrying capacity of a data channel.

Bastion host. A server computer that connects to the public Internet, with security mechanisms in place to protect any internal networks (such as intranets) from Internet *crackers*. See also *firewall*.

Bookmark. 1) An entry in a user's "favorite places" browser list that lets the user go directly to a specific web page without having to type the *URL* all over again. 2) A hyperlink at the top of a long web page that takes the user directly to a spot further down the page without making the user scroll down to it.

BootP (Bootstrap protocol). Technology from the *Unix* world that allows the system to make on-the-fly *IP* address assignments from a predefined pool of addresses as users connect to the intranet. See also *DHCP*.

BRI (Basic Rate Interface). The most common type of *ISDN* connection, consisting of two digital voice-and-data channels and one digital signaling channel. The BRI is designed for an individual line connection over standard copper telephone lines.

Bridge. A device that connects one network to another and passes data between the two — usually, a computer with two network boards in it (but not necessarily the same cable type).

Browser. The software tool users run to "browse" intranet and Internet web servers. Browsers speak *HyperText Transfer Protocol (HTTP)* and present web documents in a *Graphical User Interface (GUI)*. They provide some navigation controls and may offer security and performance features. Netscape Navigator and Microsoft Internet Explorer dominate the browser market.

Bus. A data highway inside a computer. Traffic flows on buses between all the computer's component parts: processor, memory, storage devices, keyboard, screen, and network interface card.

Bus mastering. A feature of high-performance computer circuit boards that allows them to temporarily take control of the computer and shuttle data around without processor intervention. Bus mastering is generally used by disk controllers, network adapters, and video cards, and also improves web server performance.

Cache. An area on disk that stores data recently read or considered likely to be read again soon. Web browsers use a special cache to store recently accessed web sites and graphics for faster performance.

CAD (Computer-Aided Design or Computer-Aided Drafting). Software (such as AutoCAD) and hardware (such as powerful graphics workstations and graphics tablets) that handle traditional product design and drafting functions on the computer.

Callback modem. A security modem that returns a call. You first call the callback modem, and then it calls you back at a predetermined number, based on a password you enter on the first call.

CBT (Computer-Based Training). Applications that offer interactive, self-paced user training by providing information in either text or graphical form and then providing a way for the user to validate the training, for example, by passing a self-paced test.

Certificate. A digital, encrypted document that verifies that a computer is who it says it is, and provides the public key for that computer. Obtaining a digital certificate (from a central authority, such as Verisign) is part of implementing *SSL* security on an intranet. See also: *public key encryption*, *SSL*.

CGI (Common Gateway Interface). A standardized method for a web server to pass instructions and data along to an external program (such as a mail *router*, database connector, or *search engine*) and for that program to return information to the user via *HTML*. CGI works with nearly all browsers and servers, but may be slow compared to other intranet programming methods.

CGI script. A program, usually written in a scripting language such as *PERL*, invoked by a web server at the request of an intranet browser — for example, to process the data in a user-submitted form.

CHAP (Challenge-Handshake Authentication Protocol). A password *encryption* technique that makes it virtually impossible for an eavesdropper to pick the password off the data stream.

Client. 1) A workstation that connects to a shared resource on a server (in a client/server network). An intranet client, for example, can be a user workstation running Windows 95, OS/2, Unix, or Macintosh software. 2) An application running on a client workstation, such as a web browser. 3) The combination of client hardware and software.

Client/server network. A network (such as NetWare, or Windows NT Server) in which a dedicated PC running a Network Operating System handles resource-sharing responsibilities, such as file- and printer-sharing, for client computers (user workstations). Intranets often run on top of an existing client/server network.

Client/server computing. A type of processing based on a simple, stable control relationship between two cooperating programs, which may be running on two separate computers. Intranets are examples of client/server computing.

Communication buffers. Server memory devoted to *caching* network interface card read and write activity. Servers with too little memory and too few communication buffers don't work well.

Control. Usually, a programmed action button, multiple choice button, or on-off button that a software user can select to perform a predefined procedure. Custom *ActiveX* controls can get much fancier than simple buttons, however, and allow programmers to add special features to web pages viewed with Microsoft Internet Explorer (as well as to other programs). Many companies have libraries of controls that were developed for other programs and that the companies can now use with intranet browsers.

CPR (Computer Pulmonary Resuscitation). Attempting to revive a crashed computer by alternately forcing air in through the vent holes and violently hitting the cover.

Cracker. Someone who attempts to gain unauthorized access to a computer or network with ill intent. The Internet is to a cracker like a bank is to a thief. A big advantage of intranets is that you can insulate them from crackers more easily than you can insulate your Internet servers (if you have any).

Crawl. What an intranet search engine does to build an index of existing web sites. To move from page to page, noting the text and key words used in each page, and incrementally create a catalog that users can later search to find the pages they need.

Database server. A specialized server that accepts requests from clients or from web server programs, and selects data for sending across the network to satisfy those requests. Larger intranets often communicate with database servers for document storage, retrieval, and searching.

Data warehouse. A database for data retrieval, analysis, and presentation only — not updating. Data warehouses are separate from the databases which get updated regularly in the course of business, however, data warehouses must be refreshed and updated by those systems at regular intervals. Companies use data warehouses to reduce traffic on their day-to-day transaction processing systems.

DBMS (Database Management System). An application that handles data entry, validation, updating, querying, reporting, and archiving.

Decryption. The process of decoding an encrypted file or message.

DHCP (Dynamic Host Configuration Protocol). A Windows-compatible software utility that allows the system to make on-the-fly *IP* address assignments from a predefined pool of addresses as users connect to the intranet. See also *BootP*.

Directory Services. Network software that makes resource information (such as user names and addresses) available to everyone on the network. *NDS* (*Netware Directory Services*) is an example; the NetWare Web Server works hand in hand with NDS.

DNS (Domain Name Service). A software program for matching up computer *IP* addresses such as 207.68.137.40 with easier-to-remember English-like names, such as `acme.pub.com`.

Download. 1) To copy a file from one computer to another, in the direction toward the user initiating the copy. 2) In Silicon Valley, to chug a beer. See also *upload*.

DUN (Dial-Up Networking). Microsoft's Windows 95 and NT remote access software, allowing remote PCs to connect to an intranet or *Local Area Network (LAN)* over phone lines.

Duplexing. A network server reliability technique using redundant disk controllers and drives to protect against the failure of either component. Each drive has the same data as all the others so that if one crashes, another drive still has your data.

EDI (Electronic Data Interchange). Intercompany standards for exchanging information such as orders and inventory.

EIDE (Enhanced IDE). An extension to the Integrated Drive Electronics standard permitting larger disk drive sizes, more devices per connector, and faster data transfer rates.

EIS (Executive Information System). A read-only computer system or application providing access to corporate data, usually in a summarized and graphical form. Intranets can work well as EISs.

Encryption. The mathematical massaging of data characters to make them unintelligible to unauthorized viewers. Most encryption schemes rely on keys to decode encrypted data at the receiving end. See also *public key encryption*, *private key encryption*.

Enterprise. A whole business: branch offices, wholly-owned subsidiaries, offshore tax shelters in the Caymans, and all. Often used to denote the most expensive and powerful versions of software applications, as in Netscape Enterprise Server.

Ethernet. A very popular 10 megabit per second networking standard using either thick coaxial, thin coaxial, or twisted-pair cable. Ethernet handles network traffic using a data collision-detection scheme.

eXtensible Markup Language. See *XML*.

FAQ (Frequently Asked Questions). A document, such as an intranet web page, featuring a list of common questions and their answers. FAQs are excellent ways to avoid having experts take time to answer the same question over and over.

Fast Ethernet. 100 megabit per second *Ethernet* that can run on standard twisted-pair cables, but requires updated network hardware. Multimedia intranets run better over fast Ethernet.

Fault tolerance. Said of computer systems that can operate without interruption during a component failure, either in hardware or software.

FEP (Frequently Encountered Problems). A document, such as an intranet web page, featuring a list of common problems and their solutions.

File system buffers. Server memory devoted to *caching* disk read and write requests. Intranet servers with too little memory and too few file system buffers don't work well.

Firewall. Any system or group of systems that implements and enforces an access control policy between two networks. Firewalls can run on their own special computer, or on the same computer as a web server.

Footer. Information that appears at the bottom of every intranet web page.

Form. In intranetting, a form is a part of a web page with various places for the user to enter information. *HTML* offers several form tools, such as checkboxes and drop-down lists; other companies, such as Caere and Adobe, provide additional features through their own software.

Frame. A browser extension popularized by Netscape that allows more than one *HTML* page to appear in the same browser window. Internet Explorer now supports frames.

Front-end. The part of a computer system that users work with directly. In intranetting, the front-end usually refers to the user browser and any associated helper programs. See also *back-end*.

FTP (File Transfer Protocol). A *TCP/IP* application designed for copying files of various types between computers. Intranetters may use FTP, when designing a software *download* page, or when updating a web server from a remote site. Most browsers support FTP and its use can be made transparent to the user, at least for downloading.

Gateway. 1) A *router* that interconnects completely different networks, or networks and mainframes, by translating protocols. 2) A software tool that provides access to other enterprise mail systems.

GIF (Graphics Interchange Format), pronounced “jif.” A compressed graphics file format developed by CompuServe and characterized by small file sizes and a maximum palette of 256 colors. One of two graphics file formats typically used on intranets and in *HTML* documents. See also *JPEG* and *Transparent GIF*.

Gigabit Ethernet. Gigabit Ethernet runs ten times faster than *Fast Ethernet*, or a hundred times faster than plain vanilla *Ethernet*. Gigabit Ethernet is worth considering for network *backbone* connections and server-to-server links — it could in the future deliver more bang for the buck than *Asynchronous Transfer Mode (ATM)*.

Gopher. An information search-and-retrieval application that started at the University of Minnesota. Gopher servers around the world (usually at academic institutions) help Internet users find data they need, but it’s a text-only service (no graphics). Gopher can also run on intranets, although small web servers (such as Microsoft Personal Web Server) don’t all support it.

Groupware. Software designed to facilitate the cooperative, collaborative efforts of multiple people working on the same project.

GUI (Graphical User Interface), pronounced “goeey”. Software such as Microsoft Windows that presents a graphical “face” to the user, as opposed to a text-mode interface such as the DOS command line or a simple text mainframe terminal. The GUI is a big part of what makes intranet browsers able to handle images as well as text.

Header. Information that appears at the top of every intranet web page.

Help Desk. An organizational unit responsible for answering users' technical questions and helping with computer problems in order to maximize employees' productivity and minimize downtime. Intranets offer many benefits for the Help Desk.

Helper program. Also called *plug-in*, a program that an intranet browser can call upon to process a particular type of data. For example, you may use a helper program to decode and play a sound file or video clip that the browser by itself doesn't know how to display. This term is used loosely in the trade press, but some prefer to use *helper program* for separate programs that run in their own memory space, and *plug-in* for programs that run in the browser's memory space.

Hit. A file access on a web page. A single visitor may generate several hits, because each displayed graphic file counts as another hit. See also *visit*.

Home page. An HTML web page that serves as a jumping-off point for a user's intranet excursion, usually presenting a table of contents with links to other pages or systems. A corporate intranet may have a single home page, or several home pages for each department, division, team, and so on.

HTML (HyperText Markup Language). The most popular coding method for defining documents on intranets and on the World Wide Web, HTML permits the web page author to specify approximately where text, graphics, and links should appear, and what they should do (if anything). Based on *SGML*.

HTML Help. A Microsoft standard for providing online help via a web server. HTML Help initially supports only Windows 95 and Windows NT. It relies on *ActiveX* controls to provide help features such as index, table of contents, and pop-up windows.

HTTP (HyperText Transfer Protocol). The client/server *protocol* that manages *links* between pages on a web server. Intranet servers and browsers "speak" HTTP, which underpins the World Wide Web and corporate intranets.

Hub. A device at a central location to which two or more cables connect in a star configuration. Hubs may be separate devices or plug-in circuit boards; they also may include network management software (*intelligent hubs*) or not. So-called *switching hubs* can provide better intranet performance. The upper component of a hub enclosure is called a "hub cap." (joke)

Hyperlink. A highlighted text area or graphic that takes the user to a different place in the same document, or to another document, when clicked with a mouse.

Hypertext. A document, such as an online help file or a web page, that contains *hyperlinks*, or jumps, that take the user to other places in the same document or to other documents. As the term is traditionally used, hypertext links and targets are both text.

Hypermedia. The extension of the *hypertext* concept to multimedia data types. Hypermedia links can be graphical, like little button icons or image maps. Hypermedia targets can be text, sound, graphics, or video.

IBT (Intranet-Based Training). Computer-based training designed for the intranet, using *HTML*, *GIF*, *JPEG*, *Java* and/or *ActiveX* technologies. See also *CBT*.

IETF (Internet Engineering Task Force). An Internet management committee that recommends standards.

Image map. A web page graphic that may have multiple “clickable” regions on it, each of which acts as a *hyperlink*. Client-side image maps are handled by the user’s browser; server-side image maps are handled by a web server and add to server overhead.

Internet. The world’s largest computer network, the Internet was originally just for military and academic use but has now grown to include all manner of private, public, and commercial uses. Physically, the Internet is a collection of millions of computers that each has its own unique network address to identify it to other computers, and that each speak the same basic communications language (*TCP/IP*). These computers connect to each other via a complex network of communication links managed by computerized traffic *routers*, for the purpose of exchanging information.

InterNIC (Internet Network Information Center). A federally-funded organization in Virginia that registers and keeps track of the domain names for computers that connect to the Internet, and provides Internet-related information to the public.

Intranet. A *TCP/IP* computer network that shares information to corporate employees, using tools such as electronic mail and web pages. Intranets can include formatted, structured information, as well as unformatted or loosely structured information. They use Internet technologies such as *HTTP*, *HTML*, and *FTP*, but usually forbid or restrict access to the public Internet.

IP (Internet Protocol). The part of the *TCP/IP* networking protocol set that handles addressing and routing.

IP address. The numerical address of a particular computer on the Internet or an intranet, consisting of four numbers separated by periods. Each computer on a *TCP/IP* network must have a unique IP address. See also *BootP*, *DHCP*, *DNS*, and *WINS*.

IPX (Internet Packet eXchange). A message routing protocol used by NetWare networks. See also *TCP/IP*.

ISAPI (Internet Server Application Program Interface). The set of programming tools offered by Microsoft’s Internet Information Server and Personal Web Server. See also *NSAPI*.

ISDN (Integrated Services Digital Network). Allows voice, fax, data, and video on the same network, and much higher speeds than regular voice lines. Telephone companies in major U.S. metropolitan areas offer ISDN connectivity, although it’s still more popular in Europe.

ISP (Internet Service Provider). An organization that offers Internet connectivity, usually for a monthly fee. ISPs offer web hosting services for both Internet and intranet use.

Java. A programming language developed by Sun Microsystems to be platform-independent, secure, portable, and familiar (it's based loosely on the C++ language). Java is becoming popular on intranets because it offloads processing chores from servers to clients, and because it works on many different kinds of computers.

JavaScript. A programming language that uses "scripts" embedded in an *HTML* document. The browser reads (interprets) the script and acts on it when it encounters a web page that includes a script. Despite the similar name, JavaScript is not the same animal as *Java*; JavaScript is both easier and more limited. See also *VBScript*.

JDBC (Java DataBase Connectivity). An Application Program Interface, or *API*, that permits *Java* programs to communicate directly with database management systems that adhere to the *Open DataBase Connectivity* standard. JDBC allows intranet clients to bypass the web server and access back-end databases more directly.

JPEG (Joint Photographic Experts Group). A graphic file type featuring adjustable compression and the ability to display millions of colors. JPEG is one of two graphic file formats used on intranets and the Internet. Best suited for compressing photorealistic images rather than images with precise lines and curves, JPEG compression can cause some loss of fidelity in order to achieve small file sizes. See also *GIF*.

Jump. As a noun, "jump" means the same as *hyperlink*. As a verb, it means "to click on a hyperlink."

LAN (Local Area Network). A network containing servers, workstations, cable, and software all connected together within a relatively small geographical area.

Legacy system. An old system.

Link. See *hyperlink*.

MCI (Media Control Interface). A language for controlling multimedia devices in Windows and in some IBM systems.

Middleware. In a client/server system, software that mediates and standardizes the connections between different parts of the system's communications pathways. Intranets are middleware, especially if they link users to existing computer programs or databases.

MIME (Multipurpose Internet Mail Extensions). A set of extensions to the original Internet e-mail standards so that users can send and receive data types other than text. Intranetters publishing unusual file types may have to register new MIME types at the web server and at the browser.

Mirroring. A network reliability technology that uses redundant disk drives (each disk drive has the same data on it) with the same controller. Protects against drive failure but not controller failure. See also *duplexing*.

MPEG (Motion Picture Experts Group). A compressed file format, popular on the Internet and used in some intranets; designed for video and audio data types. Like *JPEG*, MPEG compression can result in some loss of fidelity as a tradeoff for smaller file sizes.

NDS (NetWare Directory Services). A domain naming system for NetWare 4.x networks.

NetBIOS name. The name of a computer in the Microsoft networking scheme.

NetHelp. Netscape's approach to providing online help via the Navigator browser family. NetHelp's current strength is its support for many types of computers.

Network. Two or more computer systems connected to enable communication or resource sharing; the sum total of clients, servers, and interconnecting infrastructure. Often informally used as a synonym for *Local Area Network (LAN)*.

Network computer. A computer with no local disk space, that loads all programs and data over the network.

NIC (Network Interface Card). A plug-in circuit board that connects a computer to a network and manages data transfers between the two. The speed (such as 10 or 100 megabits per second) and width (such as 8 or 16 bits) of the connection help determine an intranet's perceived performance.

NSAPI (Netscape Server Application Program Interface). The set of programming tools offered by Netscape web servers, both Enterprise Server and FastTrack Server. A program could use NSAPI to take a user-submitted *HTML* form and update a database, for example.

NT. Windows NT, for New Technology, the high end of the Windows product line, targeted for *LAN* servers (NT Server) and high-end Windows workstations (NT Workstation).

OCR (Optical Character Recognition). The process of converting a scanned document from a collection of tiny dots into a text document that a computer word processor or editor can understand.

ODBC (Open DataBase Connectivity). The most widely supported standard for open database *middleware*, initially developed by Microsoft. All major relational DBMSs support ODBC — *DBMS* vendors supply their own ODBC software. See also *JDBC*.

OLE (Object Linking and Embedding), pronounced "oh-LAY." A Windows technology that allows not only the creation of compound documents with data originating in more than one program, but also the editing of pasted data using its originating application without leaving the host application. OLE has now evolved into *ActiveX*.

OpenType. A font specification, developed jointly by Microsoft and Adobe, that uses data compression to make it practical for web pages to use specific, downloaded typefaces.

Operating system. The basic software that allows a computer to interact with users, manage files and devices, and communicate over a network. Windows 95, UNIX, MacOS, and OS/2 are all operating systems. Those designed for network servers, such as NetWare and Windows NT Server, are called network operating systems.

Page. On an intranet system, one *HTML* text file and its associated graphics, *form* elements, and programs.

Patch. A modification to software that corrects a problem. Intranets are good for distributing software patches.

PCI (Peripheral Component Interconnect). An Intel-developed high-performance local *bus* used for video, disk, and network interface cards.

PDF (Portable Document Format). Adobe's file format standard for document interchange, and one of the more popular document formats on the Internet and intranets. Unlike *HTML*, PDF precisely defines a document's appearance, including typefaces and object positioning. It also supports video and sound files.

PERL (Practical Extraction and Report Language). A programming language used frequently in *CGI scripts*. PERL has roots in the *Unix* world and contains several commands for handling text, making it suitable for processing *HTML forms*.

Platform. A computer *operating system*, or the combination of the operating system and underlying hardware. For example, Microsoft Internet Information Server runs on the Windows NT Server platform.

Plug-in. See *helper program*.

PostScript. A device-independent page description language from Adobe Systems, used to control printers and (on some workstations) displays; known for sophisticated graphics-handling.

Power conditioning. Usually, line voltage surge suppression, waveform regulation, and backup capability, all rolled into a single box. Power conditioning "cleans" the electricity that comes from the power plant so that your computers run more reliably. Intranet servers should have power conditioning.

PPP (Point-to-Point Protocol). A standard for communications across relatively slow links (such as dial-up phone lines), and the usual protocol for Windows 95's *Dial-Up Networking (DUN)* facility.

PPTP (Point-to-Point Tunneling Protocol). Supported by Windows NT Server 4.0 and IIS 3.0, PPTP encrypts and packages remote access traffic — for example, by users connecting to your intranet from home via a dial-up connection.

PRI (Primary Rate Interface). A commercial *ISDN* installation consisting of 24 digital channels in the U.S., and 31 in Europe. In the U.S. version, 23 of the channels carry data and the 24th is used for commands.

Private key encryption. Also known as *symmetric* encryption; a cryptography scheme in which each individual has a private secret key that is used for both encryption and decryption. See also *public key encryption*.

Protocol. A set of rules, specifications, or standards that control and manage the creation, maintenance, and termination of data transfer between computers.

Proxy server. A server that permits no direct traffic between one network and another, but, for security reasons, acts as a store-and-forward device for data or messages meeting predefined criteria. If, for instance, you are on a network with a proxy server and you browse to a web page, the proxy server actually picks up the web page, checks it to see if it meets security needs, and then sends it down the network to you. Proxy servers may forward permitted data or messages automatically, or only on request from another computer. See also *Firewall*.

Public key encryption. Also known as *asymmetric* encryption, a cryptography scheme in which each individual has a private secret key and a published, public key. A sender looks up the recipient's public key and uses it to encrypt a message, and the recipient uses the private key to decrypt it. See also *private key encryption*.

QuickTime. A digital video-and-audio standard developed by Apple and popular for intranet use.

RAM (Random Access Memory). Chip-based memory in a computer, which is both faster and more expensive than disk-based memory (hard drives). A computer's RAM contains the currently active programs and data files, and its contents starts empty every time the computer restarts. Intranet servers need more RAM than user workstations do.

Router. A network device, more sophisticated than a *bridge*, that can send or redirect data traffic to the least crowded routes by examining data packet destination addresses. *LANs* connected by routers form internetworks.

RTF (Rich Text Format). A text file format that permits more features (multiple fonts, graphics) than plain old text, but fewer features than a word processor's native file format. A common format for converting documents between programs and the base format for creating traditional Windows "help" files.

SCSI (Small Computer Systems Interface). A high-performance device connection system (such as for hard drives) commonly used in network servers. See also *EIDE*.

Search engine. A web site or document publishing utility that allows users to search for content by specifying key words or phrases. Search engines may be layered on top of a web server and simply go out and index the contents of the server, or they may be an integral part of a document system such as a Folio infobase.

Segmentation. Dividing a local area network into multiple segments, or subnets, usually to increase performance. Segmentation or "subnetting" may increase the administration burden for the overall network.

Server. 1) A computer that provides network services, such as web, file, print, communication, name space, directory, security, or application services. 2) A program providing services to a client application, for example, a database server. 3) The combination of server hardware and programs.

SGML (Standard Generalized Markup Language). A document design system used in high-end publishing applications, and the parent of *HTML*. SGML imposes a stricter separation of form and content than HTML, and offers capabilities such as dynamic tables of contents, customized views, and precision searching. Some intranet products incorporate SGML features.

Shockwave. A compression technology for animations and multimedia presentations created with Macromedia Director and Flash. The Shockwave “helper” program allows a browser to view web pages containing “shocked” content.

SHTTP (Secure HyperText Transfer Protocol). An early intranet security scheme, SHTTP provides encryption for *HTML* pages. Both the browser and server must support SHTTP, and the browser must connect using the “*shttp://*” prefix. Many features of SHTTP are folded into a more popular scheme, Secure Sockets Layer. See also *SSL*.

Site map. A visual representation of an intranet site, showing home pages, content pages, and links.

SMTP (Simple Mail Transport Protocol). The basic TCP/IP protocol for e-mail exchange.

SNMP (Simple Network Management Protocol). A popular standard, which developed in the *UNIX* world, for managing local area networks. SNMP specifies a protocol for communication between a management console and network devices.

SQL (Structured Query Language). A set of commands for interrogating databases; very popular among database management system vendors in client/server networks.

SSL (Secure Sockets Layer). A standard method of providing encrypted data transmission between an intranet browser and web server, both of which must support SSL (most do).

Stream. To begin playing as soon as a download operation begins, instead of only after it's completed. For example, streaming audio starts playing as soon as the user opens a web page containing a sound file.

Structured Query Language. See *SQL*.

Style sheet. A named collection of attributes describing a chunk of a document. For example, a style sheet might define a document's title page to be vertically centered, with 1-inch margins all around, using the Helvetica font in a 24-point size for the title, and Helvetica 14-point for the author's name.

Switching hub. An intelligent device that establishes dedicated, real-time connections between individual computers on a local area network, instead of forcing all computers on the *LAN* to share a single connection.

Table. In *HTML*, a data structure that allows web page designers to have more control over the appearance of information by placing it in row and column formats. Designers can use tables to format any kind of data, including form check boxes and graphic images.

Tag. In *HTML*, a statement, denoted by angle brackets <>, that gives the browser formatting instructions.

TCO (Total Cost of Ownership). What computer systems really cost, as opposed to their price tags. The *network computer* is an attempt to reduce TCO.

TCP/IP (Transmission Control Protocol/Internet Protocol). A set of network protocols for file transfer, network management, and messaging — intranets use TCP/IP. TCP/IP is popular in the educational, engineering, and governmental areas; it was developed in the early '70s by the Defense Advanced Research Projects Agency. TCP breaks apart and reassembles packets in the correct order, and resends if errors occur; IP handles routing and transmission. For more on TCP/IP, see the sidebar in the Introduction.

Template. A sample web page that a designer uses as a starting point. Templates offer intranet designers a convenient way to create and maintain a standard look-and-feel for a single intranet or several intranets within the same organization.

Thin client. A type of client/server system that puts only the user interface component on the client, keeping all the process logic and data storage on the server.

TIFF (Tagged Image File Format). A bitmap graphic standard. TIFF images are commonly used in desktop publishing programs, but must be converted to *GIF* or *JPEG* for intranet use.

Tile. A small graphic that a browser can use as a web page background by repeating it to fill the page space. Tiles are faster, smaller, and more flexible than full-page background images.

Transmission Control Protocol/Internet Protocol. See *TCP/IP*.

Transparent GIF. A *GIF* graphics file with a see-through background, so the foreground appears to float over the page on which it appears.

True color. Photorealistic color in a computer graphic, having a palette of about 17 million different colors (that's even more than the human eye can differentiate). *GIF* files don't offer true color, but *JPEG* files can.

TrueDoc. A font technology from Bitstream that sends font outlines on the fly over the network along with a requested web page, so users can see pages in specific typefaces. See also *OpenType*.

TWAIN. A standard put together by scanner manufacturers to allow all compliant scanning programs to work the same way as far as the user is concerned.

Unix. The computer operating system on which most Internet and intranet technologies developed, and a popular operating system for high-performance intranet servers.

Upload. 1) To copy a file from one computer to another, in the direction away from the user initiating the copy. 2) In Silicon Valley, to regurgitate a beer. See also *download*.

UPS (Uninterruptible Power Supply). A backup device that provides power to a server, workstation, or other device continuously from its battery, which is constantly being recharged from AC line power. If you experience a power outage, the UPS kicks in and lets you shut down your computer gracefully.

URL (Uniform Resource Locator). The address that points users to a specific intranet service (usually *HTTP* or *FTP*) and location (web page, file to download). Every link on a web page has an associated URL. Example: <http://acme.pub.com/index.html> is a fictitious URL for the home page of Acme Cognac's intranet web site.

VBScript. A programming language, based on Microsoft's Visual BASIC for Applications, that uses "scripts" (little programs) embedded in an *HTML* document. The browser reads (interprets) the script and acts on it when it encounters a web page that includes a script. See also *JavaScript*.

Vector graphics. Also *object-oriented* graphics; graphics interpreted or manipulated as objects or elements rather than dots. For example, a *CAD* drawing uses vector graphics.

Veronica. An Internet search service; stands for Very Easy Rodent-Oriented Net-wide Index to Computer Archives.

Visit. A web-page user session. A user who visits an intranet site with a single *HTML* file and four graphics files has generated one visit but five hits. See also *hit*.

VRML (Virtual Reality Modeling Language), pronounced "VER-mal". An evolving standard defining how web pages can display, and browsers can view, three-dimensional models over an intranet or the Internet.

WAIS (Wide Area Information Server), pronounced "ways". An Internet application for locating documents with key words, usually more convenient than *Gopher*.

WAN (Wide Area Network). *Local area networks (LANs)* connected across large distances, usually via communications protocols running on satellite, microwave, or Internet links.

Webmaster. An individual primarily responsible for the design and management of a web site.

Welcome page. See *home page*.

WINS (Windows Internet Naming Service). Software that matches up IP addresses with computer names, called *NetBIOS names*, in the Microsoft network system.

World Wide Web Consortium. Also known as W3C, an industry group that tracks and formalizes standards for Internet technologies such as *HTML*. For more information, connect to <http://www.w3.org>.

WWW (World Wide Web). Born in 1993, the multimedia face of the Internet. Web pages can include color graphics, and even sound and video. They can also include convenient and automatic links to other Web pages. The Web is based on the *TCP/IP*, *HTTP*, and *HTML* standards.

WYSIWYG (What You See Is What You Get). The goal of matching printed documents precisely with their screen appearance. *HTML* isn't yet very good at WYSIWYG printing.

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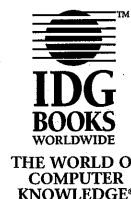
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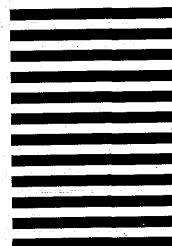


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About the Author

Glenn E. Weadock is president of Independent Software, Inc., a consulting firm which he founded in 1982. He has written seven major books on subjects ranging from computer productivity to client/server systems. Thousands of students in North America and Europe have also attended his networking classes.

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