

Surf Express

For Windows® 95, NT 4 and Mac OS™

Surf the Web Up to 36 Times Faster



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Connectix Corporation

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Installing Surf Express

Welcome to Surf Express

Welcome to Surf Express for Windows 95, NT and Mac OS! Surf Express is a great addition to the two most popular Web browsers available today—Microsoft Internet Explorer and Netscape Navigator. Surf Express lets you browse the Web faster and more efficiently.

A common complaint about the Internet is that it can be very slow. Surf Express helps speed up your browsing in the following ways:

- faster Web browser performance through smart caching and pre-fetching;
- more efficient hard disk usage;
- ability to search for previously viewed Web pages;
- real-time diagnostics of network and cache usage.

Most of the time, you will be unaware that Surf Express is at work. It works in the background to transparently speed your Web browsing sessions with a combination of advanced caching and prefetching of pages.

Because Surf Express is designed for ease of use, the default configuration will be optimal for most users. However, in some cases, you may want to adjust Surf Express; to do this, open Surf Express and switch to the Advanced tab.

About the Documentation

The Surf Express documentation uses certain terms and syntax when describing menu commands, mouse actions, keyboard keys and procedures for specific operating systems.

Windows — the Microsoft operating system for IBM-PC compatible systems. In the documentation, *Windows* refers to both Windows 95 and Windows NT.

Mac OS — the Apple Computer operating system for Macintosh and compatible computers. In the documentation, *Mac OS* refers to System 7.5 or later.

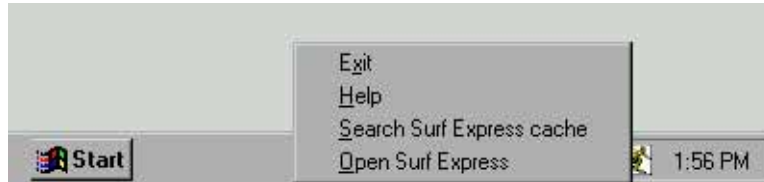
This manual reflects *Windows* dialogs and windows. The layouts and functions are identical in the *Mac OS* version. In cases where they differ, *Mac OS* dialogs are also shown.

Online Help

Both versions also include online help in HTML format. To access the online help, click the Help button in the lower right-hand corner of the Surf Express window.

Surf Express for Windows Systems

When you install Surf Express on Windows 95 or NT, the installer places the Surf Express icon in the Windows 95/NT 4 Taskbar (in the lower right hand corner of the desktop). Surf Express runs in the background, and is already operating when you start your browser.



Open Surf Express by double-clicking on the Surf Express Taskbar icon, or by clicking on the Surf Express icon in the Taskbar and selecting Open Surf Express.

That's all there is to it! Once you've installed Surf Express, start browsing the Web, then take a minute to examine the Statistics part of Surf Express (see Chapter 3, Using Surf Express, for more information).

NOTE: You can Exit Surf Express from the Taskbar, but be aware that quitting Surf Express prevents you from using your browser on the Internet. To restart Surf Express, click on **Start**, select **Programs**, then select **Surf Express**. This restarts the program and reinstalls the Surf Express icon in the Taskbar.

System Requirements for Windows

- 486 or higher (including Pentium PC) with 60 MHz processor or better
- Windows 95 or Windows NT 4
- 16 MB of RAM minimum
- 12 MB unused disk space
- CD-ROM drive
- Internet browser—either:
Netscape Navigator 3.0 or higher, or
Microsoft Internet Explorer 3.0 or higher
- TCP/IP-based Internet configuration

Installing Surf Express on Windows

1. Start Windows 95 or NT if you have not already done so.
2. Insert the Surf Express CD-ROM into the drive. The Installer begins (if it does not, click on the Start button; click **Run**; click **Browse** to locate the CD drive and double-click the **Setup.exe** file).
3. Follow the instructions as the installation wizard steps you through the process. The first several screens are standard for most Windows 95 or NT installations, including the licensing agreement, which you must agree to.
4. You are prompted to select a location for placing the Surf Express files. The default directory is C:\Program Files\Connectix\Surf Express. You may browse to another directory if you choose.

Surf Express then configures your Web browsers for use with Surf Express. This portion of the installation will automatically quit Netscape Navigator or Microsoft Internet Explorer if either is running.

5. You are then prompted to register your copy of Surf Express. Registering gives you the opportunity to receive update information and free technical support for Surf Express.
6. You are prompted to read the Read Me file, which is recommended, as it includes any late-breaking information that is not included in this manual.

Uninstalling Surf Express on Windows

1. Before you uninstall Surf Express, make sure that Surf Express is not running; if it is, quit the application. If the Surf Express icon is present in the Taskbar, click on the icon and choose **Exit** from the popup menu.

2. Click on the **Start** menu, point to **Settings**, then click **Control Panel**. Double-click the **Add/Remove Programs** icon in the Control Panel.
3. Select Connectix Surf Express 1.1 from the list of installed applications.
4. Click the **Add/Remove** button. A Confirm File Deletion dialog appears.
5. Click **OK**. The uninstall wizard appears.
6. Follow the uninstall instructions.

Surf Express for Mac OS Systems

When you install Surf Express on your Mac OS system, the Installer places the Surf Express INIT file in your Extensions folder, with an alias in the Apple Menu (see below).



Surf Express opens automatically when you launch your browser (after restarting your computer). You can also choose to open Surf Express by selecting the alias in the Apple menu or by double-clicking on the Surf Express icon in the Connectix Surf Express folder.

That's all there is to it! Once you've installed Surf Express, start browsing the Web, then take a minute to examine the Statistics part of Surf Express (see Chapter 3, Using Surf Express, for more information).

System Requirements for Mac OS Systems

To install and run Surf Express on *Mac OS*, you need a system that meets the following minimum requirements:

- Any PowerPC system
- System 7.5x or later
- 16MB RAM
- 12 MB available hard disk space
- CD-ROM drive
- Internet browser— either:
Netscape Navigator 3.0 or higher, or
Microsoft Internet Explorer 3.0 or higher
- TCP/IP-based Internet connection, with Open Transport version 1.1.2 or later

Installing Surf Express on Mac OS

1. Insert the Surf Express CD-ROM in your drive.
2. Double-click the **Installer** icon on the disk.
3. You are prompted to choose either **Easy Install** or **Custom Install**, and to select a location on your hard disk for placing the Surf Express files. The default is at the top level of your hard disk; you can browse to another location if you choose. Click **Install**.

If installation does not work, try turning off all of your extensions — except the CD-ROM extension — by using the Extensions Manager in the Control Panels, and then restart your computer. After installation, turn on your extensions and then restart.

4. You are prompted to select a Web browser for Surf Express to use, either Netscape Navigator or Microsoft Internet Explorer.
If a browser is already selected, that selection is shown. Click either **Continue** to keep the selection, or **Select New** to choose a new browser.
5. You are prompted to register your copy of Surf Express. Registering gives you the opportunity to receive update information and free technical support for Surf Express.
6. When installation is finished, quit the Installer. You are prompted to restart your computer, in order to activate Surf Express.

Uninstalling Surf Express on MacOS

Should you ever want to uninstall Surf Express, use the remove feature in the Surf Express installer. From the main screen of the installer, select **Remove** from the popup menu.

Disabling Surf Express at Startup on MacOS

To disable Surf Express, hold down the **Delete** key at startup. To re-enable Surf Express, restart your computer.

About Surf Express

How Does Surf Express Work?

Surf Express works as a proxy server. A proxy server is software that acts as a middleman for networking transactions; for example, Surf Express can serve as a proxy for tasks such as downloading pages from the Internet. The proxy is able to cache Web pages—that is, it can store pages that you have already viewed, and reload them directly from your hard disk instead of from the Internet. And a proxy can **prefetch** pages—meaning it can go out on the Internet when your browser isn't busy and download pages that it thinks you will want to view shortly. This can dramatically speedup your browsing experience.

Normally, your browser connects to the network and downloads the information that you request. But when you install Surf Express, it creates a proxy server on your computer that intercepts all traffic using **HTTP** (HyperText Transfer Protocol), the standard protocol for the Web. With Surf Express installed, your browser connects to the Surf Express proxy server. The proxy server then connects to the network, if needed, to download any information that the browser requests.

When Surf Express delivers data to the browser, it also stores a copy on the hard disk of your computer using the exclusive FASTore™ technology. This section of your hard drive is called the **cache**. If you return to a page you have previously viewed, Surf Express can deliver the page to your browser from the cache rather than downloading it from the Internet. This significantly speeds up your surfing experience because the Internet is very slow compared to the Surf Express data cache.

Most Web browsers use caching, but Surf Express uses smarter algorithms to decide when new data needs to be downloaded from the Internet. This allows faster Web browsing. In addition, Surf Express lets you customize how data is cached (See the Advanced section in Chapter 3).

Caching data on your hard disk is not the only way that Surf Express will speed up your Web browser. Surf Express also includes SmartFetch™, which automatically downloads pages that you are likely to view in the future. Then when you are ready to view the page, it is already in the FASTore™ cache so you do not have to wait while the page is downloaded from the Internet.

Many prefetching schemes simply begin downloading pages that are linked to the page that you are currently viewing. This method of prefetching is very inefficient because most of the pages that are downloaded will never be viewed and simply waste space in the disk cache. But Surf Express uses its SmartFetch™ technology to analyze your Web browsing habits and downloads only pages that you are very likely to view.

Surf Express also makes very efficient use of your hard drive. By using advanced database technology to store all data in the cache, Surf Express greatly reduces the amount of disk space you need to store cached data.

3

Using Surf Express

Starting Surf Express

To open Surf Express:

For Windows—open Surf Express from the Windows Taskbar. Click on the Surf Express icon in the lower right-hand corner of the Taskbar. This displays the Surf Express menu. Select **Open Surf Express**. Or, you can open Surf Express from the Taskbar; select **Start**, select **Programs**, then select **Surf Express**.

For MacOS—open Surf Express from the Apple Menu. Click on the Apple Menu in the upper left-hand corner of the Finder, scroll down to Surf Express icon and release. Or, open Surf Express by double-clicking on the Surf Express icon in the Connectix Surf Express folder.

The Surf Express User Interface

The Surf Express user interface consists of four tabs:

- **Statistics** tab, which provides feedback on your browser's performance;
- **FindCache™** tab, which lets you search for text strings from the title or text of recently-viewed Web pages;
- **Advanced** tab, which allows you to adjust the settings of the Surf Express proxy, purge the cache, adjust cache size and other features to optimize performance;
- **Information** tab, which provides links to Web sites for Surf Express, Connectix, Microsoft and Netscape.

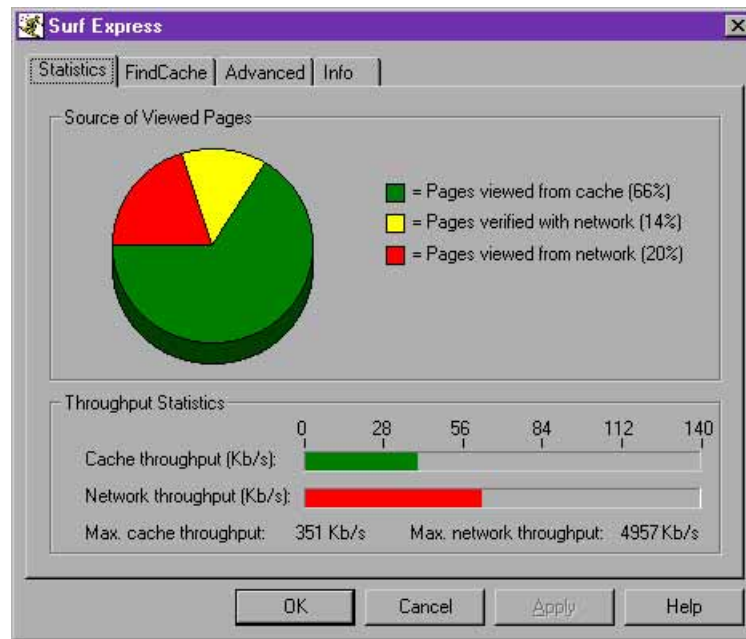
The information in these tabs is explained in detail in this chapter.

Statistics

The Statistics tab provides you with real-time feedback on your browser's performance. The Statistics tab displays useful information on your browser's access of pages and throughput statistics from your cache and from the network.

The top half of the Statistics tab, **Source of Viewed Pages**, displays a pie chart that shows you where your browser pages originate—the network, your cache, or verified from the network (see below for more details).

The bottom half of the Statistics tab, **Throughput Statistics**, displays two bar charts that show throughput from the cache and from the network.



This information helps you evaluate the efficiency of your Surf Express settings; you can use the Advanced tab to customize Surf Express's settings for your browsing habits.

Source of Viewed Pages

Source of Viewed Pages displays a pie chart that measures where browser data originates. Data comes from one of three sources:

- **Pages viewed from cache** (displayed in green) is the percentage of pages viewed in the browser that were served from Surf Express's cache. Pages load most quickly when they are viewed from the cache.
- **Pages verified from network** (displayed in yellow) is the percentage of pages that came from the cache but were first verified on the network to ensure data was fresh. When pages are verified from the network, they do not load as quickly as when they are viewed from the cache, but faster than when viewed from the network.
- **Pages viewed from network** (displayed in red) is the percentage of pages that came from the network. The first time you visit any page, it is viewed (downloaded) from the network. This is the slowest way to view a page. Surf Express accelerates Web browsing by storing the pages you go to most frequently, so that you access the network as little as possible.

The total of these three categories (percentage of pages viewed from cache, percentage of pages verified from network, and percentage of pages viewed from network) should always total 100%.

This information gives you a feel for how well you are using the Surf Express cache. If most of the pages are coming from the network, you may want to use the Advanced tab to increase the size of the Surf Express cache so that you will get more pages from your cache.

Throughput Statistics

The throughput statistics give you information on how fast the cache and the network are delivering data to the browser.

Throughput Statistics (Kb/s) displays two bar charts using a common scale (Kilobits/second, or Kb/s), with values ranging from 0 to 140, in increments of 28 (roughly equal to one 28.8 Kb/s modem).

- **Cache throughput (Kb/s)** dynamically registers the amount of data delivered by the Surf Express cache per second. The cache throughput rate is dynamically drawn with a green bar.
- **Network throughput (Kb/s)** dynamically registers the amount of data delivered over your network connection per second. The network throughput rate is dynamically drawn with a red bar.

Maximum cache throughput registers the peak cache throughput for the current browsing session.

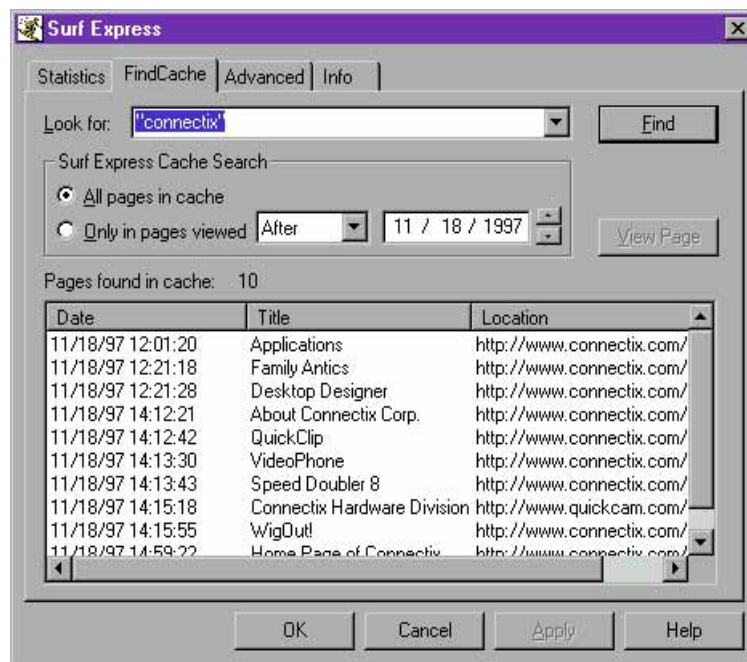
Maximum network throughput registers the peak network throughput for the current browsing session.

You can watch these values fluctuate while your browser is loading pages. You will also occasionally see fluctuation in these meters when you are not actually loading a page in the browser. This is due to Surf Express's SmartFetch technology which is anticipating pages that you might soon be downloading and putting them into the Surf Express cache before you reach the page.

FindCache™

FindCache™ is a Surf Express technology that allows you to quickly search Web pages in the Surf Express cache for particular strings. You can search for any text that appeared in the title or the body of a previously viewed Web page.

To locate a Web page, enter a text string in the **Look for:** field. The text string may contain a Web page title, key word, or key phrase. Words may be combined with the word **AND** or the word **OR** for more complex searches.





NOTE: If multiple terms are entered with no modifier (AND, OR), OR is the default modifier.

To search for groups of words, you can put them in quotes; for example, a search on “Bill Clinton” will show all pages where the President’s name appears in full. By comparison, a search for Bill Clinton (without quotes) will show all pages that contain either Bill or Clinton.

The ten most recent search words/terms are listed in the pop-up menu in the Look for: field. Selecting an item from the pop-up automatically inserts it in to the Look for: field.

Surf Express FindCache™ allows you to search all pages in your cache, or selected pages determined by the date; click on the radio button of the option you choose.

All pages in cache searches for your text string in all cached pages. This option takes more time but does a more complete search.

Only in pages viewed... allows you to search in a specified range of pages determined by the date. Select this option by clicking on the radio button; then choose **Before**, **On** or **After**— you may then enter a particular date.

The current date is the default; you can scroll up or down to advance to an earlier or later date, or you can type a different date into the text field.

Selecting this option eliminates matches that do not conform to the specified date range. It is a faster search because it only searches pages within the specified date range.

Once you have specified your search, press the Return key or click the Find button to start the search. In the **Pages found in cache** field, Surf Express displays all pages that contain the specified text and conform to the date range specified.

Surf Express also reports the number of matches. Matching pages are listed by **Date** of last viewing, HTML page **Title**, and page URL or **Location**. Clicking on one of these headers sorts the matches on that value—for example, click on the Location header to sort by URL. Columns can be resized horizontally by dragging the separator bar. Horizontal and vertical scroll controls let you view long list and rows.

You can double-click on a row to load that page in your default browser. Highlighting a row and clicking the **View Page** button also loads the page in your default browser.

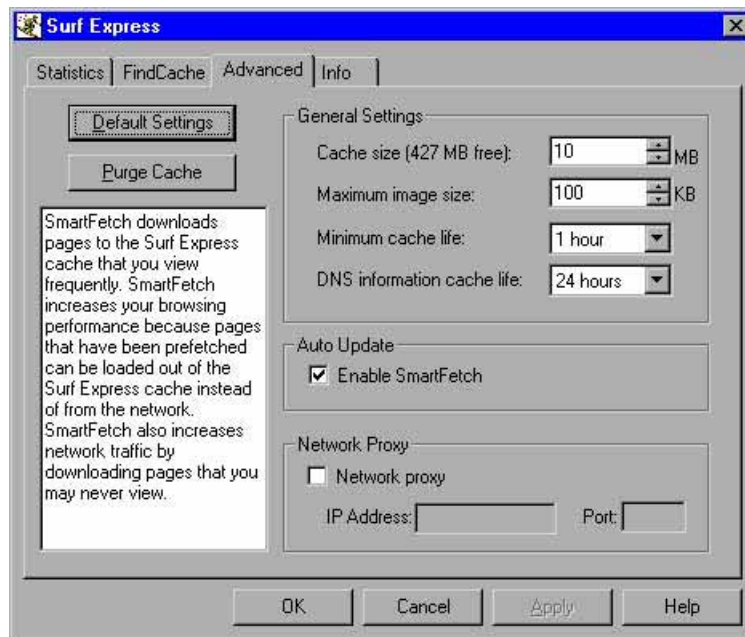
Advanced Settings

The **Advanced** tab displays the Surf Express proxy, and allows you to adjust its settings. Because Surf Express is designed for ease of use, the default configuration is optimized to work well for most users.

This tab has two buttons: **Default Settings** and **Purge Cache**, and three selections: **General Settings**, **Auto Update**, and **Network Proxy**. All three are explained in more detail below.

On the left side of the Advanced tab, there is a large help window. This window provides context sensitive help; as you pass your cursor over a section in this tab, the Help window displays help information relevant to that section.

Surf Express comes preconfigured with optimal cache settings that will work well for most users. If you make changes to the Advanced settings, and later want to return to the original configuration, click the **Default Settings** button.



The Advanced Tab on Windows

Click **Purge Cache** to empty the cache of all stored pages.



NOTE: Be aware that clicking this button will delete all of Surf Express's stored data, eliminating Surf Express's performance boost. Use this button with care, as it cannot be undone, and purging your cache will slow down Web browsing.

General Settings

General Settings allow you to optimize Surf Express for your personal needs. They include the following options:

Cache size shows the maximum amount of disk space (in megabytes) that can be used for the Surf Express disk cache. The default value is 10 MB; you can scroll to larger or smaller numbers, or enter your own number. The minimum value is 1MB; the maximum value is the total free disk space available on your system. If you tend to regularly visit a large number of Web pages, you may get better performance if you increase the cache size.

Maximum Image size shows the largest size graphical image that will be retained by the Surf Express cache. The smallest possible value for this maximum is 50 KB; the maximum value is 999KB (about 1MB); the default is 100KB.

If you repeatedly browse Web pages with large images, you should set this value large enough to store those images in your cache.

Minimum cache life shows the minimum time period that Surf Express will continue to display a cached item without verifying that a newer version exists on the network.

You can choose from options of: 0 minutes, 2 minutes, 5 minutes, 20 minutes, 1 hour, 8 hours, 24 hours or 1 week. The default value is one hour.

A higher value increases performance because pages are more likely to come from the cache. A shorter time period results in more network activity because Surf Express is forced to check the Internet instead of using a cached version of the page.

If you frequently visit dynamic Web sites that update information often (such as stock quotes), you can choose either to use the **Refresh** button of your browser to update the information on a page, or you can choose to set the minimum cache life to a shorter time period (such as 5 minutes) so that you are reading information from the network, not from your cache.

DNS Information caching life shows the minimum period that Surf Express will hold cached DNS information without checking the network for updated information.

The process of finding the IP address associated with an URL is called DNS resolution. This necessary process can take a significant amount of time to complete. Surf Express caches the results of these queries so that you don't have to go onto the Internet to resolve domain names, thus speeding up browsing. This value is higher than the Minimum cache life value because IP addresses tend to be fairly static—they do not change often so Surf Express can cache the data longer.

You can choose from options of: 2 minutes, 30 minutes, 1 hour, 2 hours, 4 hours, 8 hours, 24 hours. Default is 24 hours.



NOTE: For any changes to be made to the Advanced tab, including changes to the Proxy server, it is not enough simply to change a value or hit the default button—instead, you must press either the **Apply** or the **OK** button to make the change.

Auto Update

Auto Update downloads Web pages before the user surfs to them (a process known as **prefetching**) so that they will already be in the Surf Express cache when the user arrives there. This feature speeds up Web browsing by increasing the likelihood that Web pages will be delivered from the cache.

Most prefetching algorithms simply begin downloading pages that are linked to the page that you are currently viewing. However, most of these documents will never be viewed and simply waste space in the disk cache and clog the Internet with unneeded traffic. Surf Express overcomes this problem with its SmartFetch™ technology. SmartFetch™ analyzes your Web browsing habits and downloads only pages that you are likely to request. This approach allows prefetching to increase Web browsing performance without creating excessive traffic to download pages that will most likely never be viewed.

Use the check box to turn SmartFetch™ on or off.

Network Proxy

Network Proxy settings allow you to connect to a network proxy while also using the Surf Express proxy. For example, if your company uses a network proxy, its address could be configured here.

Surf Express configures your proxy settings in both your browser and in Surf Express when you run the installer, so most users should never have to change these settings.

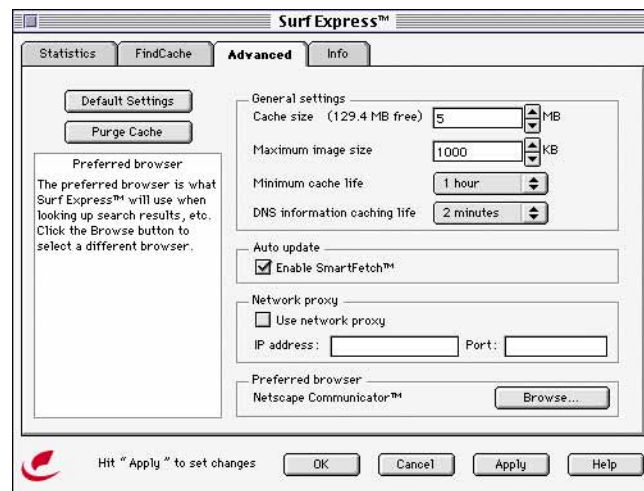
However, if you would like to change these settings to use different network proxies you can do it here. For example, if your company announces a new address for their network proxy server, you need to make the appropriate changes in the Surf Express network proxy settings (not in the browser settings). You can set the proxy address and port number that Surf Express will point to.

Be careful NOT to change the settings of your Web browser's proxy. Your Web browser should always connect to Surf Express and then you can change the proxy settings in the Surf Express proxy settings area if you wish to connect to the Internet through an additional proxy.

Preferred Browser (MacOS)

The MacOS version of Surf Express provides an additional setting for choosing a different preferred browser, so that Surf Express knows to start up first when you open your preferred browser.

You select a preferred browser during installation of Surf Express; to change the preferred browser, click on Browse and locate the browser you wish to use. Select the icon for that browser and double-click.



The Advanced Tab on MacOS

Information

The Info tab provides links to four Web sites: the Surf Express home page, the Connectix Corporation home page, the Netscape Corporation home page (for Navigator and Communicator) and the Microsoft Corporation home page (for Internet Explorer). Click on one of these buttons to launch your default browser and load that Web page.



You can check these Web sites periodically for update information on Surf Express, other Connectix products, Navigator and Internet Explorer.

4

Frequently Asked Questions

What is Surf Express?

Surf Express is a software product for Windows 95, NT and MacOS that improves the performance of both Microsoft Internet Explorer and Netscape Navigator. Using a combination of intelligent caching and advanced network improvements, Surf Express enables Web users to return to their favorite Web pages up to 36 times faster than with their browser alone*.

In addition, Surf Express enables users to search through previously visited pages using keywords or phrases, making it simple to get back to pages without having to remember URLs.

** According to Connectix tests using a 28.8 Kbps analog modem. Thirty-six times faster is a guideline to maximum performance with Surf Express compared to Internet Explorer or Navigator alone. For more details, visit the Connectix Web page (www.connectix.com).*

Who Should Use Surf Express?

Anyone who tends to visit the same pages regularly will benefit from Surf Express. In addition, slower connections (analog modems and ISDN) will get the most performance benefit from Surf Express.

What Won't Surf Express Do?

First, Surf Express won't turn a 28.8 modem into a 57.6 modem. Surf Express focuses on speeding up specific software bottlenecks that aren't addressed by upgrading your hardware.

Second, Surf Express shows the most benefit to users with lower-speed network access (analog modems or ISDN). When you're using a T-1 line or faster, the difference in loading a Web page from your hard drive versus from the network is usually negligible. You need to use Surf Express with an analog modem or ISDN connection to fully appreciate its performance boost.

Third, Surf Express only accelerates HTTP traffic. Surf Express will not improve FTP transfer rates, e-mail download times, or any network operation other than Web browsing.

Why do I see Surf Express's cache throughput progress bar active when I'm visiting a page for the first time? Shouldn't the whole page come from the network?

The first time you visit a page, the majority of the page contents are downloaded from the network. However, many pages use the same small graphics files (arrows, bullet headings, etc.) throughout a page. These elements are only downloaded the first time they are used; every other appearance of these graphics uses the cached version. This is why you will often see cache activity when visiting a page for the first time.

I used FindCache™ to do a search for a popular topic, and it didn't find any matching pages. What's going on?

FindCache™ searches the text of pages currently stored in the Surf Express cache. If FindCache™ doesn't find any matches, the text you searched for is not contained in any of your recently viewed pages. Increasing the size of the Surf Express disk cache in Surf Express's Advanced tab will give you a larger index of pages to search.

Why does Surf Express sometimes display an older version of a page, even after I quit and restart my browser?

One of Surf Express's Advanced options—Minimum Cache Life—keeps a page in the cache for a minimum number of minutes. The default setting is one hour. If you view a page before this amount of time expires, then the page will be loaded from the cache. To reload the page from the network, either the minimum time must expire or the "Reload" button in the browser must be used.

For example (assuming the default Minimum Cache Life of one hour), if you go to <http://www.cnn.com/> for the first time today at 12:00pm, every time you visit www.cnn.com before 1:00pm today, you will get the version that was downloaded at 12:00pm. If you visit www.cnn.com at 1:00pm or later, Surf Express's SmartFetch™ technology will check for a newer version of the page and will download any updates so that you get the latest page. If you want to force SmartFetch to check for a newer page before 1:00pm, click the "Reload" button in your browser.



NOTE: SmartFetch will only perform this check at 1:00pm if you are still connected to the Internet. If you are not connected at 1:00pm, SmartFetch will check for updates the next time you connect to the Internet. Surf Express will not automatically dial your modem to check for updates.

If you tend to visit pages that change more often than once an hour, AND you visit those pages more often than once an hour, you can use either the “Reload” button for manual updates, or reduce Surf Express’s Minimum Cache Life setting. Shorter Minimum Cache Life times will cause SmartFetch to check for updates more frequently.

This may give you more up-to-date pages, but it will also reduce Surf Express’s performance benefits. Conversely, increasing Minimum Cache Life times will cause SmartFetch to check for updates less frequently—giving you better performance but potentially less-current Web pages.

Where can I get more information about Surf Express?

Click the Surf Express button on the Info tab to go to the Surf Express home page. You can check there for updates, product information and more.

Support & Sales

Contacting Connectix Support

If you have questions or problems, you may contact us by telephone, by fax or via electronic mail. Please indicate at the beginning of your communication if you need Customer Service or Technical Support.

- Customer Service handles all non-technical questions, including warranty issues and product replacement.
- Technical Support answers questions regarding the functionality of your software.

Please try the following before contacting Connectix:

1. **Read this manual.** It may only take a few moments to get the answers you need.
2. Check the “Read Me” file on the Connectix Surf Express CD-ROM for the latest information on known problems and solutions.
3. Write down the events that lead to the problem. Have you changed anything in your computer recently?
4. Have the following available when you contact Technical Support:
 - Registration number—on the Registration Card
 - Software version number—on the installer and in the About Connectix Surf Express window
 - Computer model
 - Windows™ or Mac OS™ software version

Connectix Technical Support can be contacted at the following:

- America Online Keyword = Connectix

- CompuServe 75300, 1546, Go=Connectix
- Internet for Windows: sewsupp@connectix.com
- Internet for MacOS: semsupp@connectix.com
- FAX 650.571.5195
- Phone 650.571.5100

Contacting Connectix Sales

Contact Connectix Sales for more information about Connectix Surf Express volume sales (site license, 50-user, and 10-user packs) or other Connectix products.

- Internet sales@connectix.com
- FAX 650.571.8050
- FAX-back system 650.571.7558 (for current product information)
- Phone 650.571.5100

Contacting Connectix Support in Europe

Telephone

- For all of Europe: +31 20 581 4385.

This number is in Holland; all information is provided in English.

European Addresses

- Mail SEI, Attn: Connectix, Orlyplein 85, 1043 DS Amsterdam,
The Netherlands
- FAX Fax questions to: +31 20 581 4380
- Internet For e-mail use the internet address:
CONNECTX@NL.SYKES.COM