

GREENLINK ON THE GO

www.nli.gl3/go-greenlink

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Cover photo: 31/07/86, Portman block, Spain Toxic sludge from a lead and zinc mining operation, owned by peñarroya España SA into the Portman Bay. Activist on an outflow pipe with banner; activist (Anderson) covered with mud; © GP/Dorreboom Designed by suggestie & illusie, www.illusie.nl & John Carella Printed by drukkerij USPbv, Utrecht Printed on recycled chlorine-free paper

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ESSENTIAL READING

1

1.1 - INTRODUCTION

Using any e-mail system on the road can occasionally be a frustrating experience. Fortunately the techies in Greenpeace have created some new software called **GreenConnect** that is reliable and easy to use. (At the bottom of page 14, you can see what the current, main screen of GreenConnect looks like.) Thanks to global cooperation, almost all Greenpeace staff are finally using the same software to dial into our Intranet, Greenlink-3. We continue to work on simplifying how you use the system; but can only improve this through regular feedback in as many countries and dialing situations as possible. While all your technical questions should be directed to **Hotline@lists.gl3**, any comments or suggestions on this manual should be sent to **feedback@lists.gl3**.

As you probably already know, **Equant** has replaced **Compuserve** with regards to how Greenpeace communicates on a global scale. Equant was chosen because it is cheaper, quicker and more reliable than Compuserve. In order to dial in to our Intranet, Greenlink-3, you need Equant.

With Equant you can retrieve your e-mail from almost any major city in the world with a **local** phone call. Remember, you don't have dial back to your home office in Sydney, Australia when you are in Mumbai, India. You dial a local Equant access number and get connected to your e-mail anywhere in the world. Think globally, dial locally.

Last but not least, you should know that the electronic version of this manual at:

www.nli.gl3/go-greenlink

will always be more up to date than the printed version currently in your hands. Please return to this page for future developments, answers to more frequently asked questions and further reference material. The manual will evolve as the software evolves. A list of changes in the manual since it has gone to print can be specifically found at:

www.nli.gl3/go-greenlink/sinceprint.html

1.2 - HOW TO GET AN ACCOUNT AND PASSWORD

You will need 4 things to send and receive e-mail while on the road with a laptop or during a visit to another office:

- A Global Greenlink 3 login account/password
- An NUI and NUI Password
- A computer with a modem and the latest Greenlink-3 kit installed
- This manual

To get a global account and password and/or an NUI and NUI password, have your line manager, NRO and/or GPI budget holders, Executive Director or GL-3 liaison staff fill out the form below:

www.nli.gl3/forms/adduserreq.html (Amsterdam)

www.us.gl3/forms/adduserreq.html (Washington D.C.)

By having a Global Login Account (also known as a Black Box/Direct Account) it means that all mailboxes are available for email storage and dial-in on both main servers in Amsterdam and Boston (dial-in access via Equant) as well as at all Black Boxes in larger GP offices and Direct in Amsterdam. (Note: If your e-mail address has bb, diala, dialb after the @ sign, you already have a global login account.)

No. NUI does not stand for Napping Under the Influence. It means Network User Identification. (If you have been in Greenpeace for a while and remember when UIC's were used with Compuserve, these are similar.) You will need an NUI and NUI Password if you are traveling outside your country and in order for your computer to be able to "talk" to Greenlink 3 via Equant. The NUI tends to be 8 random numbers while the accompanying NUI Password is a difficult to guess combination of 6 or more numbers and letters.

The NUI and NUI Password are issued by Equant via Hotline and can not be changed once they have been issued to you. So don't lose them.

1.3 - PASSYORDS EXPLAINED

Passwords can be a real pain in the ass if you don't tattoo them on your back and carry around a mirror. Especially when you have 4 or 5 for Greenpeace and possibly a couple others for external e-mail accounts.

Before we start with graphic explanations, you should know that the majority of confusion surrounding passwords originates from the simple fact that the same type of password has been given too many names in software and online forms over the years. All of the passwords below are the same:

your Global Login password your BlackBox password your Direct/Black Box password

For the rest of this manual, we will refer to all of these same passwords as the **Global Login password**. Below you will find instructions on where the following types of passwords must be placed in relevant software programs:

GreenConnect Identity Password POP3 Password Global Login Password LAN (Local Area Network) Password NUI Password PGP Passphrase

and a bit about

User Names

1.3.1 - GreenConnect Identity Password

The first type of password with GreenConnect is the **Identity Password**. This is about the only password that Hotline does not issue. Generally you invent it yourself. If you did not invent it, then more than likely the person that installed GreenConnect on your computer did. In any case, this password identifies you to GreenConnect and is requested every time you open it. As you can see in the Local user name field, you put your first initial + and the first 7 letters of your last name. Remember this password. If you ever want to change this password, all you need to do is press the

Settings button and then the Drange GreenConnect tocal user particular. button. After that you will be asked to type in a new password and confirm it.

Please indentif	y yourself to GreenConnect
Local yser name:	jcarella
biomacontesso	

NOTE:

You should take a look at point 7.1.1 . The Local user name field (left) sometimes causes problems with Pegasus.

1.3.2 - POP3 Password

In most offices, the POP3 Password and the Global Login Password are the same. [POP3 = Global Login Password]

Novell L	ogin
Nov	ell Client
POF	WIND CAR
Usemame:	icarella
Password	

In a few cases, such as at Greenpeace International and Greenpeace Netherlands, it is a bit different. Generally staff from both of these offices use their LAN (Local Area Network Password see left) also for their POP3 Password. [LAN Password = POP3 Password]. The main difference here is that for GPI/GPN staff, the Global Login Password is different.

If you are confused about this and what the situation might be in your office, then check with your local **IT Contact Person**.



Still not clear ? For GPI/GPN staff, the same password used in the "Novell" graphic to the upper left (LAN password) is the same as the password used in the POP3 field (lower left). For most other offices, people would use their Global Login Password in the field to the immediate left (POP3).

Please read on.

Internet M	lail Options	**************************************
General	Receiving (PDP3) Se	nding (SMTP) Dialling ng mail via POP3
, F	POP3 host: pop nli gl3 Iser name: jicarella	Password

Direct/BlackBox

Login:

Password (optional)

licatella

......

By choosing Internet Options under the Tools... menu and then the Receiving (POP3) tab you will find another field meant for this POP3 password. If it is filled in here, erase it. This should be empty. Next time you open Pegasus, you will be prompted for it as in the previous graphic.

1.3.3 - Global Login Password

Your Global Login password can go in a couple of places. With GreenConnect already opened and by pressing the ______button and then the first (top) Edit button you will find a large screen with many fields (see bottom graphic page 13). Your Global Login Password goes in the last field (see right). If you leave this blank (which you can do if you

like to live electronically secure), then you will be prompted for it later when you are connecting to Equant and hence Greenlink 3.

In case you haven't already noticed the potential for confusion of these last 2 passwords when connecting, I will explain. Leaving both of the last 2 fields empty (the POP3 password in Pegasus and the Global Login Password in GreenConnect) makes it a bit more difficult for the person that possibly steals your laptop from getting into our Greenlink 3 network. (Hence you are helping to prevent perhaps' an opponent of Greenpeace peaking into a mountain of confidential internal information.) The only downfall of doing this for you personally is that you have to remember which one is which. Please read **How Secure is Greenlink ?** for some basic guidelines on security if you haven't already.

If you need help changing your Global Login Password (which you should do on a regular basis), please see point **421** of this manual.

If you are using (or planning on using) **WS-FTP**, then the password used is your **Global Login password**. Assuming of course you are FTPing the Amsterdam server, Washington D.C. server or to any of the Black Boxes.



1.3.4 - LAN (Local Area Network) Password



In GP Germany they have a Lotus Notes network. In GPI/GPN, GP US, GP UK and GP Australia, they have what is called a Novell network. In other offices there may be another type of network. All these types of networks are called LANs (Local Area Networks).

In all of these places, the user may (or may not) be using either their Global Login password, POP 3 password or most likely a completely different (separate) password. There is simply no way to generalize what this password is. The only relation to either of the past 2 passwords will be if the user has chosen to use either for this "LAN password field". [see left]

Note: In some offices, the black box doubles as a LAN (Local Area Network) server; in which case the login name/password are the global ones.

1.3.5 - NUI Password

With GreenConnect already opened and by pressing the _______button and then the first (top) Edit button you will find a large screen with many fields. Your NUI and NUI Password are entered here (see left). They are

Equant Login:	
NUL	75710006
Password (optional):	11118

entered only once and are issued through Hotline. These are used not only for billing purposes but also to allow your computer to "talk" to Greenlink-3 via Equant. You will never have to deal with either the NUI or NUI Password if they are entered correctly. (Unless of course you are going to be sharing a laptop while traveling and will be needing to create a new GreenConnect user. See 712.)

1.3.6 - PGP Passphrase

PGP is a program used to encrypt messages. If you are not familiar with PGP, then check out the manual at:

www.nli.gl3/gl3help/pgp/

If you are not using PGP (Pretty Good Privacy), then ignore this step.

In this program, PGP, something called a **passphrase** is used. To the right is the screen you would enter this passphrase in. NOTE: This passphrase is a password that has absolutely no relation whatsoever to any other password you use in Greenpeace.

PGP Enter Passphrase for Selected Key		? ×
Signing key : John Carella <jcarella@ams.nli.gl3></jcarella@ams.nli.gl3>	(DSS/1024)	•
Passphrase of signing key :	ম	Hide Typing
1		~
		-
	Ūĸ	Cancel

1.3.7 - User Names

As you can see in the past examples, your Local user name, Username, user name or login name are all really the same thing. The key thing worth noting is that in GreenConnect and for your global login account only your first initial + the first 7 letters of your last name is used. (Just in case you were bad at maths in school that's a total of 8 characters) For example, Brian Fitzgerald would use bfitzger in the relevant fields for GreenConnect. He would use his full login name (bfitzgerald) for Pegasus Mail and for the username field in the LAN (Local Area Network) username field. Please read on.

One small problem occasionally arises. You are only allowed an 8 character limit for the Local user name field when identifying yourself (opening) GreenConnect. Sometimes it "cuts off" the rest of the characters in your Receiving (POP3) settings in Pegasus.

If you find, later, once you have gotten connected with Equant/GreenConnect that you keep getting an annoying Invalid

l	nternet N	lail Optio	ns 💦 🐉 🦿		? ×
	General	Receiving	(POP3) Sen	ding (SMTP) Dialling	
	_ G	eneral setti	ngs for receivin	ig mail via POP3	
	F	POP3 host	pop.nli.gl3		
	L	ser name:	icarella	Password:	

Username or Password error when going to check your mail with Pegasus, there's a good chance part of your last name has been "cut off". Check (as shown to the right) that your full, correct, "uncut" User name is filled in there.

1.4 - GETTING AND SETTING UP GREENCONNECT

1.4.1 - Where to get the latest Greenlink-3 kit

To get the latest version of the Greenlink 3 kit check to see if your in house techie has it on cd-rom and/or floppies. The current kit takes up 9 floppies. Generally it is not recommended to download it with a dialup connection. If you have got a fast connection, go to:

ftp://ftp.nli.gl3/gp-sources/gl3kit/win95.GreenConnect/release/ (Amsterdam)

ftp://ftp.us.gl3/gp-sources/gl3kit/win95.GreenConnect/release/ (Washington D.C.)

If you need this sent via the international courier DHL, just let us know at Hotline (Hotline@lists.gl3)

1.4.2 - Setting up Greenconnect

There are at least 3 scenarios where you will need to set up GreenConnect to work for you:

1 - If you are setting up GreenConnect for the first time, then you should use the already printed and distributed manual at:

www.nli.gl3/connect-me/

This manual should still be available from your local IT Contact Person. If not, contact Hotline for one. Then see the graphic explanation on the following pages.

2 - If you have lost "administrative privileges" or need help with this, then please see 3.2 of this manual. Then see the graphic explanation below.

3 - If you are borrowing a colleagues computer and/or want to set up GreenConnect to use with your own NUI/NUI Password, etc. then follow the graphic directions below. In the example, let's suppose thaf John Carella is going to borrow the laptop of Jose Garza.

For basic security reasons, you will be asked to identify yourself to GreenConnect. In the Local user name and Local password boxes you will create a name and password that locks the software against others from using your account. You must use the initial from your first name and the first 7 letters of your last name. Your pass-

word must be a minimum of 4 characters. Just invent one that you will remember ! Then press OK.

Normally Jose uses this computer. Since this is the first time John is using this software on Jose's computer; he must identify himself to GreenConnect as a user. Simply press OK.

Here you just need to confirm box and press OK. Then OK a

Just press YES here. And don

Make sure to fill in this form thoroughly. Make up something for the IRC Nickname and Alternate Nickname fields. Don't forget to choose the correct e-mail address after the @ sign

where it says GL-3 E-Mail address. Since I am in Amsterdam, I picked ams.nli.gl3

You can leave the UIC and Password fields under CompuServe dialup empty. We now use Equant instead of Compuserve.

In case you haven't read it elsewhere, the NUI, NUI Password, Global Login Account and Global Login Password are all issued from Hotline (See 1.2). You will need to know all 4 for this step.

You will only need to fill in the NUI and NUI Password once. Right over there under the Equant Login section.

In those last 2 fields, fill in your Login/username and your Global Login Password. Remember that if you leave this last field empty, you will be prompted for it later when you go to connect to Greenlink-3 via Equant. When done, press OK.

n it. Fill in the Confirm password	QK
again.	
't argue.	

Local user

Local password

Confirm password









GreenCa	nnect
?	Before you can use this account, you have to add at least one dishup location. Would you like to add a dishup location now?
	Yes No

At this step, you should simply answer Yes. I know you question authority, but just do it.

Edit dia	up location - [Amsterdam]
Name fo	or dialup location
Name	Amildah
Geogra	phical location to dial
	NETHERLANDS
City	Amsterdam
Network Network	Equant [28800 Baud]
	Max. speed of selected network: 28800 Baud
	Phone number of selected network +31(20)5826015
Advanc	ed
E	xpert script options
	<u>OK</u> <u>C</u> encel

Here you should fill in the **Name, Country, City** and **Network** to dial. Under Network, you will have various options to choose from such as. Compuserve, Direct, Equant, Black Box, ISDN,etc.

For the time being, pick the Equant (28800 Baud) option.

You finish the configuration process by pressing OK.

GreenConnector (User Help	¤ įcasella]	
Dialup information		
Login account John Carella	· Add	Settings
Dialup location: Amsterdam	Add	My location .
Connect	to the selected loc	etion

If you have more than one modem installed (which isn't normal but possible), then you will have to check if GreenConnect selected the correct modem.

To check if you have the correct modern, double click the GreenConnect icon and enter your Login and Password. That will bring you to the main screen of GreenConnect (left).

Click Settings.

Click Edit, Yes. You guessed it. The second (circled) one.

In the following screen you will need to press Expert Script Options...

GreenConnect takes the first modem available. If you use more than one modem there is the possibility that the wrong one was chosen. Please check **Modem settings**. If you want to use a different modem, select it from the drop down menu.

Click OK and leave these configuration settings.

John Carella Add. Edt. Delete Quelup locations: Amalerdom Add Edt Copy Delete	ogin account:		
Dialup expert options: Amaleidam Add Edit Copy Delete Consection (LAN)' option in Delete Consection (LAN)' option in Delete Copy Delete Consection (LAN)' option in Delete Copy Delete Delete Copy Delete Delete Copy Delete Copy Delete Copy Delete Delete Copy Delete Co	John Carella	Add. Edt.	Delete
Amilerdem Add Edit Copy Delete F Show "Existing connection (LAN)" option in "Dialop locations" menu Change GreenConnect local user password Advanced configuration settings User management QK	Diatup locations:		
Edt Copy Delete F Show "Existing connection (LAN)" option in Totalup locations" menu Change GreenConnect local user password Advanced configuration settings User management - QK	Amsterdam	Add.	
Copy Delete C Show "Existing connection (LAN)" option in "Dialup locations" menu Change GreenConnect local user password. Advanced configuration settings. User management. QK		Edit	
Delete Change GreenConnect local user password Advanced configuration settings User management QK		Copy	
Change GreenConnect local user password Advanced configuration cellings User management K		Delete	
Dialup locations" menu Dialup Connect local user password Advanced configuration settings User management DK Dialup expert options X		- Show "Existing connection (LAN)	" option in
Change GreenConnect local user password Advanced configuration settings User management QK Other Dialoge expert options		"Dialup locations" menu	
User management ·	C1 C C		
User management · <u>DK</u> Ok Olialup expert options	Unange ureenconned	t local user password.	
OK Oliver Dialup expett options	Advanced config	t local user password.	
ottisee Dialup expert options	Linange Grænikonner Advanced config User man	A local user password. guration ceilings	
attisses #Dialup expett options 🛛	Advanced config	t local user password. guration sellings	Ōĸ
Dialup expert options	Linange GizenLonnec ≜dvanced config User man	A local user password. guration cellings	Ōĸ
	Linange Gizeni, onnee Advanced config User man	t local user password. guration sellings	Ōκ
	Advanced config User man User man Dialup expert opti Default domain -	I local uzer password. guration settings. lagement ons Domain Name Service (DNS)	Ωĸ

Default domain	Domain Name Service (DNS)
C Erom phonebook	C DNS from domain
C Custom: at.gl3	C Custom DNS. 192.168.31.7
	Alternate DNS: 192.168.31.7
Dial through CompuServe	or Equant to:
C Amsterdam	
C Boston	
C Alternate CompuServe Ho	st Name:
Alternate Equant X.121 ar	ddress of the NAS;
Login script	
Default	Browse
Modem Settings	
Modem	
Standard Modern	Configure modem settings

2 HOW TO GET E-MAIL WHILE TRAVELING

2.1 - GREENCONNECT

2.1.1 - Identifying yourself to GreenConnect

Whenever you are going to go online to check your e-mail, always make sure to first open GreenConnect and then Pegasus Mail.

Please indentify	y yourself to GreenConnec
Local user name:	icarella
Local password.	man

In order to access GreenConnect you first need to identify yourself. You do this by filling in your Local user name (first initial + first 7 letters of your last name) and your Local password (the only password you invent yourself.) If this is the first time you are identifying yourself to the software, you will also be asked to confirm it. You only need to do this once.

2.1.2 - Telling GreenConnect where I am dialing to

By pressing the second <u>Add</u> button you will be telling GreenConnect where you are **dialing** to. More specifically you are telling the software which is the closest dial in point of Equant that will connect you to our

Name:	Mumbai, INDIA	1	-
Geogra	phical location to dial		
Country	INDIA	2	-
City	Bombay	3	-
Network	Equant NUI (28000 bps) Max, speed of selected network: Phone number of selected network:	28800 bp: [+91[22]4320285	-
Advanc	ed	Broughast	
E	Spert script opbons Ma	anaga <u>Personal entres</u>	-

Intranet Greenlink-3. Let's pretend you are based at GPI and that you are currently in Mumbai, India trying to retrieve your e-mail

In field 1, you should simply give the name of the dialup location. Call it something specific. Not just "hotel" or "connection". Fields 2 and 3 are more than obvious. If there is not a dialup in the city you are located, pick the next closest. Generally in field 4 (Network), your first choices when available, should be GL-3 Black Box or Direct. They are cheaper. By choosing the Equant-NUI [28800bps] we have to pay Equant about USS6/hour. In many places though you will find only this Equant-NUI [28000bps] option.

The Advanced buttons on Expert script options... and Manage Personal entries... will be explained later in 3.3

If you were dialing in to Amsterdam, for example, you currently get these 6 options (right). Press OK and read on. If you have done this correctly, you should see Mumbai, INDIA in the DIALUP LOCATION field on the main screen of GreenConnect.

Direct	[14400 Baud]
Direct	[33600 Baud]
Equantit	(UT CERE bps)
Equant	PPDial [64000 bps 3.3+ kit only]
GL-3 Bla	ick Box (28800 Baud)
ISDN dir	ect [ISDN V120 64/128k]

2.1.3 - Telling GreenConnect where I am dialing from

By pressing the <u>My location</u> button you will be telling GreenConnect where you are **dialing from**. So go ahead and press it.

Since this is your first time in India, press the New... button. Type in Mumbai, India. Then press OK.

If you don't know the **area code** of the city you are in just ask somebody. The area code you are being asked for here is the city, county or province code of where you are at. Unfortunately, this is not part of the software and needs to be entered manually.

For the field that says I am in simply pick the country you are in.

Since I am in a hotel, I entered a 0 to get an outside line. If I needed to dial long distance then I would have put another 0 in the next box. In most cases you can just leave the Calling Card and Call Waiting boxes empty.

Tone dialing is used just about everywhere; unless you are in the "developing" world. Finally double check the Number to be dialed is correct. Then press **OK**.

At this point, all you need to do is press this big button to the right to get connected to Greenlink-3 via Equant. If you are running into problems, check the **Trouble shooting** pages.

M	ly Locations					
	Where I am	-				
	I am gialing from:	Mumbai, India	-	New	Ben	ove
	The area gode is:	22				
	l am in:	India (91)		-]	
	How I dial from this lo	ocation				
	To access an guisio	le line, first dial	0 for lo	cal,	for long di	stance.
	T Dial using Caling	Card			Cu2	-
	This location ha	s call <u>w</u> aiting. 1	fo disable it,	dist [-	
	The phone system a	It this location	unes @ Io	ine dialing	C Euler	dialing
	Number to be dialed	0 4320285	i			
Ĩ				10	-	



2.1.4 - Getting the latest Address Books, dial up location files and login script files

Another very important task for seasoned road warriors (laptop travelers rarely based in one office) is to hit that Update network data and address books... button (shown below) at least once a month. You should do that once this screen pops up:

-	Connected to Amsterdam - Equant	<u>D</u> κ
		Disconnect

It will "disappear" after about 30 seconds if you don't. By doing so you will be getting automatically installed the latest version of the e-mail address books, dial up location files and login script files. All of which are very important for a healthy, well balanced and current GreenConnect. For more information on this, see:

www.nli.gl3/connect-me/update-wizard.html

2.2 - PEGASUS MAIL:

2.2.1 - POP 3 Password / User Name

It is assumed that you have already read the 1.3 Passwords Explained section. Generally 95% of the problems that occur when trying to get ones e-mail are based on incorrect passwords and/or user names. The Trouble shooting pages should have the answers to the most common problems.

If your problem is not listed on the **Troubleshooting** pages, please let us know by sending a message to **Hotline@lists.gl3** and/or **feedback@lists.gl3**. Keep in mind that by reporting your specific problem(s), you might end up helping others in the same situation!

2.2.2 - Checking Internet Options in Pegasus

By choosing Internet Options under the Tools menu in Pegasus, you will get the following 3 screens shown on the next page. Please review these screens carefully. If you not sure what should go in these 3 fields, take a look at the appropriate columns on Greenlink-3 Hostnames page at the end of this manual.

Here you should have your internal e-mail address. Do not put your external @xxx.greenpeace.org addresses here! If you regularly get a "network timeout error" in Pegasus when connecting you may want to return here and increase that number 60 to something higher. Do keep in mind though that a longer connection time costs more money. Big surprise, no !?

Please take a good look at this graphic to the right. POP3 settings allow you to **receive** mail so this is important. The **POP3 host** field should contain the correct POP 3 host listed on the **Greenlink-3 Hostnames** table. The **User name** field should have your first initial + your full last name. Sometimes your last name (in this field) gets "cut off" after the 8th letter. If so, fill in the rest of your last name. The Password field should be empty here but you will be prompted for it when opening Pegasus. If you are confused about passwords, see the **Passwords Explained** chapter. Normally, you should **check** the **Delete mail from host...** box (as shown to the right). This will prevent your mailbox from taking up too much space on the server.

If you are traveling temporarily with a laptop and will want to be able to keep a copy of the e-mails on your desktop computer (for when you get back), then you should uncheck the Delete mail option. (Basically if you check this, it is deleted from the server and only will be on the laptop. If you uncheck this box, a copy will remain on the server.)

You should probably check the Download only unread mail box to avoid repeated downloads of the same messages every time you go to check your mail. Warning: Never keep the Delete mail from host option unchecked for too long. This is a regular problem Hotline needs to report to users on a frequent basis. In other words, don't leave an unnecessary load of e-mail on the server. Either delete it or store it "locally" on your computer.

This field should contain only **smtp**. Other than that, you should probably duplicate the check boxes as shown to the right. Just don't argue.

Received Mail Options General Receiving (PDP3) | Sending (SMTP) | Dualing | General setting: My tricenet grimal address is [schn Carelis@ams int g3] Timeout for perwork connections: [60] seconds





2.2.3 - Pegasus Basics Explained

Generally the only buttons that you will really need to know ore these:

× 🗠 🖻 📓 🖗 🖓 🛋 (Default> 🔄 🕒 f 👀 🐼 🖀

The first sends queued mail, the second checks your mail and the 3rd does both. If you want to read some very basic help files on Pegasus, see:

www.nli.gl3/gl3help/pegasus2.html

and

www.nli.gl3/gl3help/pegasus.html

Finally, 7.1 Quick Solutions to Common Pegasus Mail Problems may also save you some time and headaches.

2.3 - CONNECTING AND DISCONNECTING



Connect to the selected location

Just in case you didn't already read this elsewhere in the manual, **Connecting** actually doesn't require you to be an overpaid, overworked IT consultant with 4 Phd's. All you need to do is press that big obvious button shown to the left. That will start your connection and transport you into Greenlink heaven. Really.

Disconnecting actually requires a bit of effort though. You will need to get up enough energy to double click either of the 2 little icons probably located in the bottom right hand corner of your monitor. After resting from that last big effort you should try to manage to hit either of the **Disconnect** buttons that pop up. Remember to do this. It might even help us save some money that could otherwise go towards our campaigns.

◇N ◆社中 (5 意思な自民互唱) 4:56

Finally, in case it is not already as clear as an Amsterdam canal:

1 - disconnect after downloading your e-mail and

2 - read and write your e-mails while disconnected.

ARE YOU EXPERIENCED?



3.1 - ADVANCED TECHNIQUES

3.1.1 - Getting e-mail and getting online without the kit

In case you have not already seen:

The Greenlink Files

How GreenConnect, Equant and I.T. improved global Greenpeace connectivity www.nli.gl3/connect-me

there are 3 entire chapters dedicated to 3 different versions of this task. In an effort to save paper, you can print a copy of the instructions (if you really need them) at:

Editing DUN Script for Equant www.nli.ql3/connect-me/dunscript.html

Getting on Equant with ISDN and high speed modems www.nli.gl3/connect-me/PPPDial.html

and

Getting on Greenlink via a Black Box, with a Direct connection or ISDN Direct connection www.nli.gl3/connect-me/directdun.html

3.2 - ADMINISTRATOR PRIVILEGE

If you were not given "Administrator privileges" or were not the person that installed GreenConnect on your computer, but really need get to these settings, you can do so by deleting all the files located at:

C:\ Program Files \ Greenlink3 \ GreenConnect \ Data

NOTE: This is recommended for "techies" only. You should know what you are doing. You should also know that you will (1) have to fill out that form on page 13 again and (2) consequently will need to know your NUI, NUI Password and Global Login Password and finally (3) will lose all your current New Dialup Locations.

3.2.1 - Advanced Configurations Options

a) I need to change how Pegasus talks with GreenConnect

You can do this by pressing the <u><u>Advanced configuration settings</u> button after pressing the <u>Settings</u> button. This part of the program is "off limits" to many users because you should really know what you are doing when changing anything here. The **Configuration options** will determine how GreenConnect and Pegasus "talk" (work) with one another. The Pegasus mail options do this also in addition to determining how you identify yourself with Pegasus. For further explanations on these options, please read the **Help Text** box. (These explanations will show up there when you select either the Configuration or Pegasus options and will not take effect unless you press OK.</u>



Usually after being connected for 20 minutes you will get a screen that asks you whether you want to continue or disconnect. If you tend to be on longer than 20 minutes, then you can change the **Connection options** by putting in a higher number here.

But do keep in mind that it is costing you (i.e.. Greenpeace !) more money. And don't forget to disconnect.

(b) I need to reconfigure only the dialer and nothing more

You will just need to locate the screen shown here. Pick the 3rd Dialer only option under that Configuration options area. By doing so, this

option will set up GreenConnect to dial only and won't adjust settings on other programs like it normally would do. Make sure to press OK, close GreenConnect, and then reopen it in order for this to start working. NOTE: Sometimes this may also require you to restart your computer.

3.2.2 - User Management explained

(a) I need to add another users Dialup Locations to my setup on the same computer.

In order to simply add another GreenConnect user to your laptop, all you really need to do is press that first <u>Add.</u> button and fill in all the necessary details (NUI, NUI Password, Global Login Password, etc.) as explained in 1.4.2 Setting up GreenConnect.

Another thing is if you want to add all the Dialup Locations, etc. of the owner of the laptop you are using. Please read on.

As you can see to the right, jcarella is currently logged on as the user at GreenConnect. By pressing the Add... button you can add other users.

Let's say for example that John Carella is going to lend his laptop to Jose Garza. Let's say John has traveled to 10 different GP offices and Jose is now going to these same offices. Let's say Jose doesn't want to set up all 10 of these separate dial up points.

Jose would then press Add.., fill in his login name and then full name. He would then be asked to fill in (and confirm) a new GreenConnect Identity password and then finally confirm a new user request. At that point, he would simply press Yes Jose will then show up as a user (see above). He would then highlight his name and then press Edit...

By pressing **Edit...** you will get the screen to the right. There you can check the **Administrator privileges** box if it isn't checked already. This will allow persons other than yourself to use "your" GreenConnect. In any case, ask the "owner" first if you can have these highly noble privileges.

Now all Jose has to do is press the **Import 'dialup profiles'...** button. This will import all of Johns' settings for his use.



Edil GreenConnect user User Information				×
GreenConnect Uter IG Bersonal name	Jose Garza	_		
Administrator priveley	ges			
Įn	nport 'dialup profiles'			
		QK	1	Cancel

Source user:		Destination user:
icarella	-	igarza
Source account		Destination account
John Carella		New account
		Keep existing contents
Progress .		
	Star	t Import

After pressing the Import 'dialup profiles'... button you will get the screen to the left. You will want to.

- 1 Check that the Destination user is correct.
- 2 Make sure the Destination account says New Account ...
- 3 Assure that the Keep existing contents box is checked and finally
- 4 Press the Start Import button

lew account	>
Please enter a valid account name for the new account.	OK
NOTE: after creating a new account with the imported dialog profiles, the scripts will not work yet. The destination user must first mannually enter his account information for this new account.	Cancel
Account name	

Once you press the **Start Import** button, you will need to enter a valid account name for the new account. I filled in Jose Garza for the sake of continuity. Then press **OK**.

(As stated in the NOTE: paragraph to the left,, Jose will still have to fill out all of the Account Information fields. Yes. The one where you enter your Name, IRC, GI3 Email address, NUI, NUI Password and Global Login Password as shown on page 13]

reenConnect Import Utility	Source user to Destination user
Source user:	Destination user:
Source gocouni John Carella	Distination account
Progress	Finished succesfully, total of 4 items copied
	<u>Start Import</u>
	Close

After pressing OK in the last step, Jose Garza will show up in the **Destination account** box, the Progress bar will turn blue, and you will get a message probably like the one to the left that states "Finished successfully, total of 4 items copied". Now you can press **Close**.

3.3 - OTHER RESTRICTED AREAS OF GREENCONNECT

3.3.1 - Expert Script Options briefly explained

Just in case you haven't noticed, the only way to get to "into" the <u>Expert script options</u> section is by pressing the <u>Settings</u>. button and then the second Edu button.

To get to the <u>Manage Personal entries</u> section, you just need to follow this same path or just the second <u>Add</u> button.

Note: All of section 3.3 of this manual should generally be done with the assistance of an IT Contact Person and when advised by Hotline. It is highly recommended that you don't touch any of these "Administrator Privileged" areas unless you really know what you are doing and/or you are being instructed to do so by Hotline. You have been warned !

(a) I want to dial through Equant to Boston

You will get a screen similar to the one to the right once you press the Expert script options button.

In order to dial through Equant to Boston, you will need to duplicate the exact settings as shown to the right. (An example of when you may need to do this is when the Amsterdam server is down).

(b) I'm using more than one modem and/or a mobile phone to connect

If you want or need to use a mobile phone to connect with Greenlink-3, you will need special software (called a "driver"). You will probably need to contact your local IT Contact Person in order to find (and install) the correct driver for your mobile phone. Once installed, it would be accessed via the drop down menu (not the Configure modem settings... button). The setting shown here is the Default setting for this modem. Your setting here may be (and probably is) different.



At GPI, NCT generally installs the Xircom Real Port Integrated PC Card. This allows a user's laptop to "talk" only to an analog modem. When NCT gets a request from a user to have this card installed, they need to install the correct software for a specific phone (be it Nokia, Ericcson, etc.).

If a user wants or needs to use an ISDN modem, a special hardware extension to the modem needs to be installed. This tends to include the appropriate software in order to make this function.

3.3.2 - Manage Personal Entries explained



a) I'm in the middle of nowhere, regularly, and need to add a special number .

The usefulness of this part of the program is to allow you to add dial up numbers that may not already exist in current address books. Assuming you hit that **Update network data and address books**... button (see below) on a regular basis, this would probably not be necessary.

To access this part of the program, you need to press the <u>Add</u> button and then the existing dialup locations there. Once there, you press the <u>Monope Personal entries</u> button.

Choose the countr		-
1		_
Make yow own en	l)	
City	Bangi.ok.	
Network.	Equant-NUI	
Max nelwork speed	28800 bp:	
Phone number:	+166 (2) 2370373	-
Login Script code	E Choose_	
	and the second s	
	QK	Cancel
alian A dalama a anti-		

After pressing the Manage Personal entries... button you will not get the screen to the left. You will get another screen giving you 4 options: Add, Edit, Delete and Close. Since this is probably the first time you have ever been there, pick the Add button. Then, and only then, will you get the screen to the left. After choosing the country, city and network the other fields will be automatically filled in. You do in fact have the option to Choose... what is called another Login Script code, but more than likely will not want to do that without consulting your local IT Contact Person or Hotline first. But since you like to live on the wild side: LoginE.scp = Equant, LoginB.scp = Black Box, LoginD.scp = Direct and LoginP.scp = PPPDial

But remember, selecting any of these will affect how the GreenConnect software "talks" with Equant.

The only instances you would ever need to actually do this is:

- when new numbers aren't yet distributed via Network.dat .(ie you haven't pressed the Update Address Books... button in a while).
- or when numbers are not provided by Equant, but could still be used. Such as so-called "hidden" nonpublic Equant/SITA numbers. But since Equant, unlike CompuServe, is not an "end user provider" these numbers can only be specially requested by Hotline.
- or for numbers that require special dial prefixes or shortened numbers. Fo example, extension 678 rather than 5236678 in the GPI office.
- or when area codes have recently changed.

Once you press OK you will be asked if you would like to add this new entry to the Personal Entries list. Just say Yes and don't argue. You should then see this entry next time you press the Manage Personal entries... button.

3.4 - OTHER RAINBOW ROAD WARRIOR POWER TOOLS

3.4.1 - Using to transfer numerous big files

FTP is another program found in the Greenlink-3 that is very much underused within Greenpeace, but is a very powerful tool for moving numerous (usually large) files from one's computer to a centralized server. This is useful for particularly action and/or Comms staff that may need to send numerous photos to John Novis (GPI Picture Editor) for international distribution. This is a much more efficient means than sending as attachments not only because of increased speed during the transfer process, but also because it is centralized in one place (a server) where everyone can "grab" these files from. For more information on how to use **WS-FTP**, see pages 40-47 of your How to use Greenlink-3 manual or view them on the internal web at:

www.nli.gl3/gl3help/ftp2.html

and

3.4.2 - Using



to analyze connection problems

You can use a handy little program in the latest Greenlink-3 kit that will really make you feel like an authentic techie. It's called **Cyberkit** and you will use it to do something called **Ping**. **Traceroute** and **NS LookUp**. They are all used to find out if your computer can "talk" to a server and where the problem is based. Just play around with these mini programs to get a feel for what they can do. The information you might get back may not help you, but may very much help your local IT Contact Person and/or Hotline.

Let's pretend, for this example that you are normally based at GPI but you are visiting GP Australia. Let's say the local techie there is out of town and you really need your e-mail. You will need to use the Greenlink-3

File Dates Yes File Dates Yes Prog. Takabase Date Addess For Jacan (15 Date (12 Excess Sec (4)	989 Teogen Senation 18 1937 - 1 1월 18,000 1월 19 19 1월 1월 1월 19 19 19 19 19 19 19 19 19 19 19 19 19	Lasello Q=O e d Dequ D solve IP Assessed	
Addem Addem 1 152152 512 2 152152 512 3 152152 512 Dot 1 n 1 ton 62, wn Pease	Hint Name mailau g0 Mailau g0 mailau g0 miltimi ang inasi 1100	Engernen 1298 mi 1166 mi 1165 mi 1557 mi 1357 mi	tess

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Consider for PAA Southwave Available (PAAssaul 1923) PAAssaul PAAssaul Available (PAAssault) PAAssault	

Hostnames page as a reference for what you would need to put in the Host or Address fields. NOTE: In most cases you will need to check either the POP3 server (mail receiving) and/or SMTP server (mail sending). Having said that, you can also check with these programs, if you have the inclination, the availability of Web servers, FTP servers, and Telnet machines.

Ping

Fill in the appropriate Host or address in field 1 shown to the left. Then press GO. If something similar shows up in area 2, then you can rest assured that you can, in fact, connect to that server. If nothing comes up in area 2 or you get a series of error messages, that information will help your local IT Contact Person (or Hotline) to resolve the root of the problem.

TraceRoute

Fill in the appropriate Host or address in field 1 shown to the left. Then press GO. If you see something like what is in area 2, then you will know the path that your mail (and other data) is taking through the Greenlink-3 network. If the last line in area 2 (#5) did not end in au.gl3, then you can know where in this path the communication is broken. This information can be useful for the IT Contact Person and/or Hotline.

NS LookUP

Fill in the appropriate Host or address in field 1 shown to the left. Then press GO. This tool let's you test if you have a real server name that is valid; provided you have no connection problems. For example. You can know if **bb.new-zealand.gl3** is an invalid server name, but **bb.nz.gl3** is a valid one. This information can also be useful for the IT Contact Person and/or Hotline.

TROUBLESHOOTING



4.0 - SOME GREENCONNECT ERROR MESSAGES: REASONS AND SOLUTIONS

If your problem is not listed on these **Troubleshooting** pages, please let us know by sending a message to **Hotline@lists.gl3** and/or **feedback@lists.gl3**. Keep in mind that by reporting your specific problem(s), you might end up helping others in the same situation!

To the right you will find the graphic example of the more common error messages. To the left you will find the reasons, solutions and pointers to other help pages.

4.0.1 - Invalid password error

- You are inserting the wrong password in Pegasus Mail. (See 1.3 for more help.) or
- 2 Your username is wrong. Make sure you have filled in the correct user name at: Tools > Internet Options > Receiving (POP3) [See 1.3.7 for help.] or
- 3 When the server name from which you are downloading is incorrect. Double check that you have filled in the correct POP3 and SMTP hosts also found under the Tools > Internet Options in Pegasus. A chart of the correct Greenlink3 Hostnames is found at the end of the manual.

nyalid password The POP3 server you have specified in your Network Configuration settings has returned an enci code indicating that the password you have supplied for your account is incorrect. On some systems, this error may actually also mean that you have given an invalid user name, since revealing that a usemame is valid can be seen as a potential security breach. Please correct the password or username in your Network Configuration screen and try again. Note that all hough they may be legal, passwords which contain spaces may cause problems 11 OK your password on the POP3 host contains -

4.0.2 - The line is busy

This is happening because you are using pulse dialing instead of tone dialing (or visa versa).

This has the same effect as picking up the phone and dialing nothing. After a while the dial tone stops waiting and changes into a tone which is like the busy tone.

See 4.1.4 for more help.



idiap i		
	Connection failed The line is busy.	15
		Lancel

4.0.3 - There is no answer

Yes. You guessed it. There is no answer. The modem you are calling to is not picking up. Possible solutions are:

- Check the number you're calling to. (See 2.1.2 for more help.)
- 2 Update you're Address book. The number could be wrong or old or both. (See 2.1.4 for more help.)
- 3 Check "My location" for dial prefixes, area code, etc.
- 4 Try another dialup location.

4.0.4 Another potential solution to the above problems

Problems:

- 1 The modern starts to dial but you can still hear the dial tone through the modern or
- 2 The modem simply doesn't start to dial and you don't hear a dial tone or
- 3 You have switched from tone to pulse dialing, but the modem is still using tone dialing



Solution:

For all of these cases where the modem apparently works, but no connection is made there is a solution. At least for "modern" modems such as Xircom (what is used at GPI/GPN). Here it is:

- Find out if there is a "Country selection utility" that was installed with the modem.
- 2 For Xircom modems, follow the path:

Start > Programs > Xircom utilities > Country select

3 - In this utility, select the **country** your in and press **Save**. This will set up the right modem settings to make the modem work in that country. Try again. **These settings will overrule any settings you put in manually**!

NOTE: For other modems you will have to find this utility yourself (if it exists). Ask you local IT Contact Person and or Hotline if you don't know where to find this. You can find some useful settings at: Start > Control Panel > Modems

4.0.5 - Error messages when an old modem has been replaced

These first 2 error messages you might get when trying to dial (right). The modem that Greenconnect is currently configured for doesn't exist anymore.

The solution is to go to:

Settings > Edit Dialup locations > Expert script options

and select the correct modern you want to use.

If you get this error message (right) when clicking on **Expert script options** while trying to solve the previous problem (or if you don't have "administrative rights" in GreenConnect) the only solution is:

DOCUMEN

- 1 Close Greenconnect.
- 2 Double click on the My computer icon on your desktop
- 3 Double click on Dial-up Networking, right click on Greenconnect and choose Properties ...

... you will probably get a message like this one to the right. Just press OK and continue.









TROUBLESHOOTING 31

87093



The modem configuration menu will open, looking like the graphic to the left. Make sure you are at the **General** tab.

In the Connect using box choose the correct modem.

If you have done this correctly, you will see a picture of a **telephone** next to that box (see right). That means there is now an existing modern that should be working.

By pressing OK, everything should be working again.

GieenConnect 17 12
General Server Types Scripting Muhlink
트 GreenConnect
Phone number Ages code Telephone number 20 V 5235259
Country code Netherlands (31)
Vige area code and Dialing Properties
Cognect using
Section 4400 Ferr Contigue
DK. Arrideen

4.1 - QUICK SOLUTIONS TO COMMON GREENCONNECT PROBLEMS

4.1.1'- I can't open GreenConnect and forgot this password

That's too bad. This is the one password that Hotline doesn't issue. In order to make GreenConnect work again you will have to repeat all the steps explained in the **1.4.2 Setting up GreenConnect** chapter. Hopefully you know your NUI, NUI Password and Global Login Password; otherwise you are going nowhere. Quickly.

Please indentify	y yourself to GreenConnec	×
Local gter name:	stupidme	-
Local gassword		-
	QK Cancel	1

But instead of using your first name + 7 first letters of your last name, you will have to use something else. For example, normally I would open GreenConnect by typing in jcarella and then my local password. Since the program still remembers this, I will have to use something else like johncar in the Local user name field. You might want to read the **1.3 Passwords Explained** chapter again. Whatever you do, make sure to pick a password you won't forget !

4.1.2 - I can only use one modem, the second one doesn't work (i.e. a mobile phone modem)

More than likely this has to do with the **modem** settings of your laptop. Or more specifically, how your mobile phone is "talking" with GreenConnect. First lets check to see if your local IT Contact Person has already installed the correct drivers/software in order to make this all work. Press the **Start** button in Windows (bottom left corner), then **Settings**, then **Control Panel**, and then double click the **Modem** icon. At GPI, NCT generally installs the Xircom Real Port Integrated PC Card. This allows one's laptop to "talk" to a mobile phone so it can "talk" to Greenlink-3. If you don't have an entry (something like what is shown below), then that means you are missing the correct software (driver). Talk to your local techie for help on this.

Hopefully you have "Administrator Privileges". If so, press the <u>Setting</u>, button, then the second Edit... button from an existing Dialup Location. (If you don't have one, press that 2nd Add. button right above the Edit.. button, create a new Dialup Location and then continue). Once there, press the

lodem		
ncsson I 888 💌	Configure mode	em settings
from CardBus Ethernet 100 + Modem 56 (N		
nicsson I 688	-	1 -
Microsoft VPN Adapter	UK	Cance

Expert script options ... button. At the button where it says Modem Settings,

pick the drop down menu (see right) and **not** the Configure modem settings button. Select another modem there. The example to the right shows what you would pick with an Ericsson model.

4.1.3 - I get the message that the modem can't detect a Dial Tone

The first thing to do do is to see if there actually is a dial tone from where you are dialing. If you **don't hear** a dial tone, then check your line. Something is wrong with regards the line or cabling. Make sure that the plug from your laptop to the phone line jack is properly connected.

If you hear a dial tone, something is wrong with your modern or the dial tone is sending a protocol (something like a signal) that your modern doesn't understand. The solution is to follow this path:

Start Menu > Settings > Control Panel > Modems

Then select the correct modem. Then press the **Properties** button and then the **Connection** tab at the top. Once there, just **uncheck** the box that says **Wait for dial tone before dialing**. That should fix this.

Dialing Properties	? ×
My Locations	
Where I am	and the second second
I an gaing ton:	Mumba Inda Y New Bemove
The area gode is	22
lamin	[india (31)
How I dial from the To access an gut To bial yoing Cal This location / The phone system	s koaken nde kee, first dat 0 tra koal, Franking distance, Ing Card
Number to be dial	ed 0 4320285
19 - 1 / S	OK Carcel

The second s	
Do you want to disconnect now ?	Disconnect
	Keep Connection
(If you choose to keep connection, this warring wi	ă re-appear alter 20 minutes)

Dialing Properties		-		7
My Locations				
Where I am				
t am glaing from	Mumbai, India	· Ne	M. Bemove	
The sea gode is.	22			
l am in	India (91)		-	
To access an gut Dial ysing Call This location H The phone system	ng Card ng Card at call graiting. To at this location use	u forince), j diseble I, dial [ez. (?] one dia	ing C Buise dailing	
Number to be diak	ed 0 4320285			1
			OK Cance	N

4.1.4 - The Modem won't dial the phone

This probably has to do with the fact that you are in a country where they still use good old fashioned Pulse Dialing. In parts of the "developing" world Pulse Dialing is still used.

If so, choose that Pulse option (last option to left) and press OK.

4.1.5 - I always get disconnected after 20 minutes

GreenConnect is set up to automatically disconnect after 20 minutes. Most of the time a little screen pops up above your other open programs and asks you whether you want to **Continue with your connection or disconnect**. It looks like the graphic to the left. If this doesn't happen, then use your watch to time this from the moment you go online. When about 18 minutes have passed, minimize {don't bother closing} all your other open programs and press the **Keep Connection** option.

If you have got Administrator Privileges to GreenConnect then press the Setting: button and then the Advanced configuration setting: button. There you can increase the default number from 20 to a higher number. But do remember (1) this is costing you (i.e. Greenpeace) money that could otherwise go towards our compaigns and (2) to Disconnect

4.1.6 - This phone wants me to dial something to get an outside line.

By pressing the <u>My location</u> button in GreenConnect you get the screen to the left. You see that **4th** box there. It is here you fill in the correct number to get an outside line. Most of the fimes its a 0. The box next to it needs a 0 only if you have to dial long distance.

4.1.7 - There is calling waiting here. How do I adjust this with the software ?

Easy. You see that last graphic at **4.1.6**. See that last little box that says **This location has call waiting. To disable it,** dial. You will need to check that box and find out from someone at your location what the number it is to disable call waiting. If you are in a hotel one has to be persistent with this question. Often they don't know the answer and reception has to pretend to know while going to ask someone else more informed on such "technical issues". Just grab a seat and take in the beautiful surroundings of the hotel lobby.

4.1.8 - There are spies out there. I want to change my GreenConnect password.

OK. But you will need to know your current local password. Once you have GreenConnect open press that <u>Settings</u> button again. Then press the <u>Change GreenConnect local user password</u> button. There you will be asked to type in your current password and then your new password twice.

4.1.9 - I'm outside a major city and it's a long distance call to the capital. Which dial in location should I choose ?

This is a no brainer, but since you asked, you should always choose the location closest to you. Just go through the regular steps of telling GreenConnect where you are dialing to (_______ }); making sure to pick the city closest to you. There is no way that GreenConnect can automatically detect the closest location. If you are not sure, you will have to ask a local, hotel reception, etc.

When you are telling GreenConnect where you are dialing from (<u>My location</u>), just make sure to add the correct area code for the city/county/province you are in.

4.2.0 - In the dialing process, when I get to the verifying username and password part, it opens a black window. What does that mean ?

If you receive something like:

SITA NETWORK : 2661337 nui 75711234 SITA Network : password xxxxx SITA Network: user network identifier error

this means that your NUI and/or NUI password is incorrect. Please make sure you are typing these correctly.

If you receive something like this:

SITA NETWORK : 2661337 nui 75711234 SITA Network : password xxxxx Sita network : network user identifier 75710159 active 2104791001 sita network :call cleared - temporary network problem

Then it means that you are trying to reach the old Washington DC (Boston) node. And you are using an old phone book (network.dat) file. Please update your network files regularly to prevent this situation. This is done by pressing the **Update Network files and address books....** button that appears immediately after connection.

Here's is the problem to fix it. Since the GP-US office moved to another location, the NAS (an internal Equant number) changed. This problem is present only in dialing locations in Oceania and the Americas.

Here is the procedure to fix it:

- (a) Start GreenConnect. Provide your username and password.
- (b) Press the Settings button
- (c) For each dialing location in America, Oceania or Australia follow steps d to g.
- (d) Click over the location and press the Edit button.
- (e) Press the Expert script options button. (You should come to the screen found on page 25.)
- (f) Select the Alternate CompuServe host name / Alternate Equant X121 address of the NAS" option.
- (g) Fill the field to the right of address of the NAS with: 2117153001

With these steps you will be able to connect. Nevertheless it is strongly recommended to continue with these steps also:

- (h) press the Update address books and network files button.
- i) Once you get the message that it has been successfully updated, Disconnect.
- At the greenconnect main window press the Settings button.
- (k) For each dialing location in the Americas, Oceania or Australia follow these last steps.
- (I) Click over the location and press the Edit button.
- (m) Press the Expert script options button.
- (n) Make sure the Boston option is selected and press OK.

4.2.1 - I would like to change my Global Login Password. How do I do it ?

In the Greenlink 3 kit, there is a program called **TeraTerm**. Find that program, open it, and follow these easy, graphic steps.

In the host box, type in: **pop.nli.gl3** in the Host field to the right. This is what all staff should currently do to change this password. This is avaiable for the Amsterdam server, Boston server and all Black Boxes.

· TCP/IP	Hos <u>t</u> :	pop.nli.gl3			-
	Service:	C Telnet C SSH C Other	TCP port#:	23	
C Serial	Part:	COM1 -			



This will bring you to the main screen of this program. There are 10 different areas of the program. Use the **arrow buttons** to the right of you keyboard to navigate down to the line that says **Change your login password** (as shown to the left). Then press **Enter**.

🖾 Tera Term - pop.nli.gl3 VT

File Edil Setup Control Window Help

Changing NIS pastword for jcarella on solair.nli.gl3. Jld pastword: Kwi pastword: Palype new pastword: Palype new pastword: There you will be asked to type in first your Old Password, then your New password and then your New password again just for confirmation. Then press Enter. That is all it takes. Wasn't that exciting ? For further help on how to use other parts of this Telnet program, see:

www.nli.gl3/gl3help/teraterm.html

4.2.2 - I'm dialing to a correct number but it seems there is no modem at the other side.

Probably you need to dial a prefix to get an outside line. If this is the case then press the <u>Mylocoton</u> button. Look at the number next to the bottom Number to be dialed part. This number should include all the appropriate dial prefixes and area code needed to get a telephone connection. If it still doesn't work, check that all of the following settings are correct. Sometimes this means asking the appropriate person in the location you are at:

- 1 The area code
- 2 The number to get an outside line
- 3 Perhaps they have call waiting there. If they do, check that box.

NOTE: If you are wondering why this section suddenly jumps from 4.2.2 to 7.1.1, there is a simple explanation. It is assumed that more Quick Solutions to Common Problems with both Pegasus and GreenConnect will come in **after** the hard copy ver-

sion of this manual has been printed and distributed. This "leaves room" for future questions and solutions in the electronic version of this manual. Please make sure to occasionally check the following webpage for changes/additions/errors/etc. that have occured since the manual went to print:

www.nli.gl3/go-greenlink/sinceprint.html

7.1 - QUICK SOLUTIONS TO COMMON PEGASUS MAIL PROBLEMS

7.1.1 - 1'm connected with Equant, but receive a POP 3/Username error message in Pegasus.

More than likely this is because your name has been "cut off" in the User name field of Pegasus. This is found under the **Tools** menu under Internet options and pressing the **Receiving (POP3)** tab as shown below.

Why is this happening you may ask ? Well here's the answer. When you start up GreenConnect you are only allowed to use 8 letters. Sometimes this affects this user name in Pegasus. Just type in your first initial and your full last name here (or whatever your correct login name might be). Remember to keep the password field here empty though. You will be prompted for this POP3 password later when first opening Pegasus.

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My Locations				
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Internet Hall-Options	? ×
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Advanced POP3 settings	
Connect to server on TCP/AP part 110	
Do not download mail larger than 0 KB	-
Check for perv POP3 mail every 0 secs 1 ide	
Count messages when poling but don't download	
P Delete mail from hout once successfully reliveved	
Check whenever the new mail folder is opened	
Download only gniesd mail	
AFUP shared secret (optional)	
Checking multiple malboxes	
When checking for mail, pestorm checks for all identifies	
Don't check this identity when checking multiple identifies	
[Settings in this page apply only to your currently selected identity]	-
Carcel He	þ
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7.1.2 - I'm traveling with colleagues and they need to check mail from my laptop also.

There are actually 4 different options here for this with varying degrees of ease:

1 - Creating a new GreenConnect User

Assuming you have your NUI, NUI Password and Global Login Account password with you, the most efficient way of doing this is by creating a new GreenConnect user. While this may be more difficult than the other options, it will prevent the e-mail of both persons getting mixed up. It will also charge the usage to the correct budget codes.

This is done by filling in your user name (and an invented password) in the first GreenConnect screen. You will then need to fill in the previously stated information (NUI, NUI Password, Global Login Password) and follow the instructions the software gives you. If you need further, graphic help with this, please see:

www.nli.gl3/connect-me/configure.html

2 - Using Change Users...

The 2nd option is to use the File > Change Users... option found in some versions of Pegasus mail.

3 - Changing Identities

The 3rd option let's you change the identity of who "owns" the incoming/outgoing e-mails of the computer you are sharing. You can find this by choosing **Identities** under the **Tools** menu. (Note: By following the path **Help** > **Help Index** > **Search** and then typing in **Identities** in Pegasus Mail you will find instructions on how to set this up.)

4 - Using MultiPOP

The 4th (and final option) is perhaps the easiest, but not necessarily the "cleanest" of options. This option is a quick and dirty way of getting the e-mail of 2 different accounts into the 1 computer you are sharing.

Under the **Tools** menu, and then **Extensions** you will find a **MultiPOP** option. Choose this **MultiPOP** option. This is a very useful, little feature in Pegasus for checking 2 e-mail accounts on different servers at the same time.

Press the Add Button.

Fill in the correct **POP3** host for your office. Remember that you can check this on the Greenlink-3 Hostnames page. Fill in your full user name and leave the password box empty. You will be asked for this later on. Not sure what your POP3 password is ? Then read the Passwords Explained chapter again.

While in a hotel recently in Brussels, the author of this manual was asked by none other than Bill Clinton if he could check his e-mail from my laptop. He happened to have an account in the Washington D.C. office. He said he was fascinated by "all dis cumpeuter stuff" but hadn't the faintest idea how to check his e-mail. I suggested good ole MultiPOP.

We filled in the correct POP3 host, his full username, but we left the Password field empty so as to be prompted for it later. We also added in the bottom box his main e-mail address where people can reply to.

After pressing OK in the last screen, all you need to do is press (after you are already connected via your colleagues account) the **Enable** button and then the **Check now** button. That's all it takes

Recommendation: Since I probably have 149 messages sitting in my New Mail Folder and I don't want to get all of Bill's messages from Monica mixed up with mine, I should first (1) file my new messages into another folder (2) create a folder (and filter) where his messages will go into and (3) change Identities so Bill can reply with his e-mail address and not mine.



onnection entry	×					
POP3 host: ams-1.nli.gl3 Port: 110	ОК					
Username: Icarella Password	Help					
Leave mail larger than 0 KB in size Cancel Connol Delete retrieved mail on host Message count only (don't download)						
Connect to this host C Periodically C At a set time						
Hours: [0 Minutes: [0 Outgoing mail handling (optional) SMTP Host						
Find mail in: [\\AMS-1\MAIL\SPODL\NEW\JCARE "From" field:						



7.1.3 - During mail download the connection ends. It keeps happening on the same message. I know it has an attachment. How do I fix this ?

	General settings for receiving mail via POP3
	PDP3 bost amo-1.ni.gD
	User name (carello Encourord
	Advanced PDP3 settings
	Connect to server on TCP/IP port 110
	Do not download mail larger than: 0 KB
	Check for new POP3 mail every 0 secs T ide
	Count messages when poling but don't download
	Delete mail from host once successfully retrieved
	Check whenever the new mail folder is opened
	Download only general mail
	APOP shared secret (optional)
	Checking multiple malboxes
	When checking for mail, perform checks for all identities
	Don't check this identity when checking multiple identities
-	

You can find the screen to the left by choosing Internet Options.

You should probably increase the setting in the **5th** field that says **Do not download mail larger than** to **300** KB when traveling. This will probably download everything except big, troublesome attachments.

After you have already retrieved all your mail (except for that troublesome attachment), set it back to 0 and try again. **Check** the **Download only unread mail** box and try again. This should grab that lonely attachment still sitting on the server.

Another option is to use **Selective Mail Download** which can be found under the File menu. This will let you pick and choose which e-mails to download (or not).

7.1.4 - I don't have an address book and can't remember how to e-mail someone in Australia.

There are a few things you can do here. Check any of these pages if you can get online with Netscape:

Search through all PegasusMail address books http://www.nli.gl3/cgi-bin/search-staff

Greenpeace Staff Directory Online http://db02.nli.gl3/sdo/

If you are not sure what what goes after the "@" sign for a particular person in a certain office, you can also find these under the internal or external columns of the Greenlink 3 Hostnames page at the end of this manual.

Having said that (and assuming you have GreenConnect installed), you should really get in the habit of clicking on that **Update network data and address books** button shown below. This screen is only accessible the first 30 seconds of being connected, so do it first thing. Do it every month or so. It will automatically update all of this for you.

Dialup location: Amsterdam

Connected to Amsterdam - Equant

Update network data and address books

If you don't have GreenConnect but have a working connection with Pegasus and Netscape, then another (far less efficient but workable) option is to download the address books (individually) at:

ftp://ftp.nli.gl3/gp-sources/pmail/address.books/

There you will be able to pick and choose which offices you need. Make sure, for example, if you were to want the Amsterdam address book, to download **both ams.pm!** and **ams.pmr**. You can do this by pressing the appropriate link and pressing **Save as..** under the **File** menu, not changing the default name and saving them to your Pmail folder probably located at:

C:\ Program Files \ Greenlink-3 \ Pmail

7.1.5 - I've got an ISDN modem. The office I am in has ISDN. Help anywhere ?

Yes. You can find Help files at the following webpage:

http://www.nli.gl3/connect-me/PPPDial.html

It will benefit users with ISDN or high speed modems making connections where PPP dialing is available. You can usually find this in the **Network to Dial** option found when creating a **New Dialup Location** in GreenConnect. Yes. Under that second Add button.

TROUBL	ESHE	OTINE	63
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OK

Disconnect

Direct [14400 Baud] Direct [33600 Baud] Equal:NUI [28800 bps] Equal:PDIA [144] brc 3 3+ kit only] GL-3 Black Box [28800 Baud] ISDN direct [ISDN V120 64/128k]



In some of the bigger cities you will find as many options as those shown to the left. In which case you would pick either the 4th or 6th option:

NOTE: This option is **not** implemented in the greenlink kit version 3.2. It will be available in version 3.3. In the mean while, you can follow this easy procedure to get on the PPP technology.

Finally, don't forget to choose the correct modern settings as demonstrated in 4.1.2

7.1.6 - I'm based in GPI and I've receive a user name/ password error 3 times. How do I fix this ?

Enter your PO	P3 password
Password:	
1	
OK	Cancel
the state of the s	and the second second

This is a common problem that gets reported to NCT (the GPI/GPN Computer Support Team) on a regular basis with regards to GPI/GPN staff traveling with laptops. This happens because users in these offices are more than likely (mistakenly) placing their Global Login Password (or something else that's incorrect) where they should be placing their LAN (Local Area Network) Password. Which for GPI/GPN staff also happens to be the same in most (but unfortunately not all) cases, as the POP3 Password.

Confuse	13	See	1.3	Passwords	Explained
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Novell L	agin
NOV	ell Client
101	
Usemama.	carela
Password	p

If you are GPI/GPN staff and you know you have gotten a screen stating something about a User name/password error, (and you have gotten this error at least 3 times) then you should call NCT at: ++ 31 20 523 6271 and ask them to unlock this password block that has automatically been set.

7.1.7 - I keep get an Error connecting to host! message when going to check my e-mail. How do I fix this ?

The source of this problem could be 2 things. The more obvious is that you are simply not connected to **Greenlink-3** (via Equant) before going to check your e-mail. Make sure you are connected (i.e. online) before choosing the **Get mail** option.

More than likely though, your host entry is incorrect. Take a look at the settings explained in point **2.2.2** Checking Internet Options in Pegasus. You should really double check that the General, POP3 (Receiving) and SMTP (sending) options are all correct (i.e. related to the office you are dialing to) on the now world famous Greenlink 3 Hostnames table found at the end of this manual.

7.1.8 - I urgently need to send out an e-mail but keep getting an "SMTP Host error". What can I do ?

There is a **temporary** solution which involves changing the **Sending (SMTP)** and the **Receiving (POP3)** settings in Pegasus Mail. These settings can be found (and changed) by choosing **Internet Options** under the **Tools** menu. What you are actually doing is using another server to change where you are sending mail from and where you are going to receive it from. Consequently, the recipients of your e-mails will temporarily be seeing another address. Rather than getting your mail from Your Name@dialb.gl3 they will temporarily be getting it from Your.Name@mail.au.gl3 . Confused ? Please read on.

Everyone who has a Global Login Account can use any server to send and receive mail from. Let's imagine that you have a **dialb** account. Let's pretend you are at GP SouthEast Asia in Bangkok. Let's say you are having trouble getting/sending important e-mails. Let's say that you have gotten a "SMTP Host Error".

What you can do is change the Sending (SMTP) setting from smtp.bos.us.gl3 to smtp.au.gl3. This will send the mail out from the Australian server. If you just need to get that mail out, change only that Sending (SMTP) setting. Since you probably need the capability to receive mail also, you should change the Receiving (POP3) setting from pop.bos.us.gl3 to pop au.gl3 Since no one knows about this "new", temporary address, you will need to do one last thing. Write your e-mail. Press either the F9 key or the Special tab and fill in this temporary address with Your.Name@mail.au.gl3 in the Send Replies to... field.

 If you are not clear which servers you can use, see the POP3 Host and SMTP Host columns on the Greenlink-3 Hostnames page.

Note: Since this is just a **temporary** workaround, **please remember to put everything back to their original settings** once you know that the server is working again. And don't forget to remove what you put in the Send Replies to. field. **This is all very important** !



5 REFERENCE

1 - Greenlink-3 Hostnames

www.nli.gl3/gl3info/hostnames.html#TABLE

Table of Internal and external e-mail addresses, POP3 hosts, SMTP host, internal WWW servers, internal FTP servers, and Telnet machines. (A current list of all this information is at the end of this manual.)

2 - Use of Firewall to go outside Greenlink 3

www.nli.gl3/gl3info/firewall.html

Are you having problems getting connections with Netscape/Internet Explorer on the public Internet ? (i.e. outside Greenlink-3). If so, check out this page for the correct settings and solutions.

3 - What is IMAP ?

www.nli.gl3/gl3info/imap.html Accessing your Pegasus Mail folders remotely.

4 - How to install the new Greenlink-3 kit (with GreenConnect)

www.nli.gl3/connect-me/

How Greenpeace, Equant and I.T. improved global Greenpeace connectivity

5 - What's a Black Box ?

www.nli.gl3/gl3info/blackbox.html

Answers to questions such as: What is a GL-3 Black Box ?, What can it do for us ?, Is this suitable for my office ?, But what about the costs ?, What hardware do I need ?, Why do we need Equant ?, What is Linux? and How does our office get one ?

6 - More information about Equant

www.nli.gl3/gl3info/equant.html

Mostly technical, background information on Greenpeaces' new Intranet and Internet provider.

7 - The Big Picture: the worldwide network

www.nli.gl3/pics/GL3connectivity.gif

A graphic of what the Greenlink-3 network looks like. This is also on page 48.

8 - Network Greenpeace Amsterdam

www.nli.gl3/it/network.htm

This rather technical diagram of the Amsterdam network includes the main building on Keizersgracht, the Annex, the Leliegracht (where the Finance and Legal Departments are) and the Warehouse.

9 - IT Contact Persons

www.nli.gl3/it/intcontact.html

This is a web page listing the IT Contact Persons in all our offices.

10 - GPI/GPN Computer Support or Global Greenlink-3 support?

Your first line of computer support when at GPI/GPN in Amsterdam should always be NCT (www.nli.gl3/nct). They are on the 2nd floor. For global, Greenlink-3 (i.e. GreenConnect, Equant, etc.) support, see Hotline (www.nli.gl3/it/hot.html). They are on the 4th floor. Their e-mail address is: Hotline@lists.gl3

11 - How Secure is Greenlink ?

www.nli.gl3/gl3help/d-security.html

Common sense computer security measures that everyone should know about. Brought to you by Dick Dillman.

12 - How to download, set up and use PGP (Pretty Good Privacy)

www.nli.gl3/gl3help/pgp/

Step by step instructions for using this "industry standard" encryption program which allows one to send/receive both e-mails and other files in a safer (and more secure) manner.

13 - PC Webopedia (external)

www.webopedia.com

The only online dictionary and search engine you need for computer and Internet technology terms.

THE BIG PICTURE: THE GREENLINK-3 NETWORK



48 THE BIG PICTURE: THE GREENLINK-3 NETWORK

GREENLINK-3 HOST NAMES

		EMAIL						
		ADDRESS DOMAIN		POP3 HOST	SMTP HOST	www	FTP	TELNET
		INTERNAL	EXTERNAL			·		
Main (dia BOSTON/	l-in) WDC	©dlalb g13	©diclb greenpeace org	pop bos us gl3	smip bos us gl3	www.us.gl3	fip us gl3	axil bos us gl3
Main (dia A DAM	l-in)	©d:ala gl3	Ed:ala greenpeace org	pop.nk gl3	sm1p nli g13	www.nij gl3	ttp nli gl3	solair nlî gl3
GPNL + In office	11	©ams nli gl3	Gams greenpeace org	ams-1.n% gl3	not available	not avaliabis	not available	nct available
BB A'DAM		Cbb nli gl3	Gbb-n'i greenpeace org	bb nli g13	not available	bb.nli gl3	bb nũ giả	bb nã gi3
88 SAN FRAN	CISCO	©ma i sta us gi3	©sta greenpeace.org	pop.sfa.us.gl3	smip sło.us gi3	www.sfo.us.gl3	hp sto us gl3	bb sta.us gl3
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88 Greenbase	a	@maigreenbase.gl3	©gb greenpeace org	pap greenbase.gl3	smip greenbase g13	www.greenbase.gl3	ftp greenbase gi3	bb greenbase g 3
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TORONTO	office	Crnoil yto co gl3	Cylo greenpeace org	pop.yto.co.gl3	smip yto ca gl3	www.ylo.ca.gl3	tip yia ca gi 3	bb yio ca gi3
BB SWITZ	ERLAND	©ma.l.ch gl3	Och greenpeace org	pop ch gl3	smtp.ch.gl3	www.ch.gl3	fip ch g'3	bb ch.gl3
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SAO PAUL	O, BRAZIL	Email br gl3	C br greenpeace org	pop br gl3	smip br gl3	www.br.gl3	ftp br gl3	bb br.gl3
MANAUS,	AMAZON	@mail amazon gl3	Camazon greenpeace org	pop amazon gl3	smip amazon gl3	www.amazon.gl3	1p amazon gl3	bb amazon gl3
AUCKLAN	D, AND	@malnzg13	Enz gréenpeace org	pop nz gl3	smip nz.gl3	www.nz.gl3	fip nz gt3	bb nz gi3
BRUSSELS	BELGIUM	©mail be gl3	©be greenpeace org	pop be.gl3	smtp be gi3	www.be.gl3	Itp be gl3	bb be gl3
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MV Arctic	Sunniso	Email mvas gl3	Convas greenpeace org	pop mvas gl3	smip mvas gl3	www.myas.gl3	fip mvas gl3	bb mvas gl3
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www.nli.gl3/go-greenlink

GREENPEACE