

BrowserHawk To-Go[™] Users Guide

Welcome to the BrowserHawk To-Go (BHTG) service! This guide will get you up and running with BHTG in just minutes!

Getting Started with BHTG RET

BHTG RET (Rules Enforcement Technology) instantly adds a robust browser checker and troubleshooting page to any web site. Simply follow these steps to get BHTG RET integrated with your site.

Step 1: Take note of your account ID

Your account ID was sent to you in an email confirming that your account was created and ready for use. The account ID must appear in the query string of every request to the BHTG service in the form of `acct=xxx`. For instance `"acct=cyscape"`. If you don't know what a query string is, don't worry – this is demonstrated below and in Appendix A.

Step 2: Take note of your login information

Your username and password was also sent to you. This information is used to log into the BHTG network to upload any custom tests and/or custom styles you wish to create. See the section on Uploading Custom Tests and Styles for more information.

Step 3: Add the BHTG library to your website and link to it!

You can add a link to the BHTG RET service that provides browser help and troubleshooting from any page or pages on your website as desired. This involves two simple steps:

3A) Each page that links to the BHTG service to provide the browser help and troubleshooting must include the following line of JavaScript, preferably in the HEAD section of the HTML:

```
<script src="http://lib.browserhawk.com/bhtg/bhawkret.js?acct=xxx"></script>
```

Note that the URL must include a query string in the format of `acct=xxx`, where `xxx` is equal to your account ID.

Tip: If you plan to link to the BHTG service from many or all web pages, you can simply include the above code snippet in your common HTML template. Browsers will cache the BHTG library for 24 hours automatically, so it does not impact performance to do so.

3B) Insert a button, graphic, or text in the desired location of your page which contains a link to the BHTG RET service. When a user clicks on this link, it will trigger the BHTG service to execute and display the browser help and troubleshooting page to the user.

At a minimum, the link to the BHTG service must point at <http://ret.browserhawk.com/bhtg/ret/browsercheck.aspx>, along with a query string that contains: a) your account ID (parameter "acct"), b) the name of the test to execute (parameter "test"), c) and a TB_iframe=true entry. In addition, the class "thickbox" must be applied to the link. This is all demonstrated in the examples below.

For example, if your account ID is cyscape and the test you want executed is free_test1a, simply use:

```
<a  
href="http://ret.browserhawk.com/bhtg/ret/browsercheck.aspx?acct=cyscape&test=free_  
test1a&TB_iframe=true&height=400&width=550" title="Your Desired Title"  
border="0" class="thickbox">Button, graphic or text for link goes here</a>
```

Note: The link used to call up the help window as shown above points at ret.browserhawk.com, whereas the JavaScript include directive you add to your page in step 3A points at lib.browserhawk.com. This difference is intentional.

Tip: For a listing of all predefined tests and styles available see the BHTG Template Library at www.cyscape.com/products/bhtg/ret_templates.aspx.

Tip: You can specify other parameters in the query string to control various options. For example, you can specify style=xxx to change the look and feel of the output results. Note that all parameters must appear prior to the TB_iframe=true parameter.

Step 4: Additional considerations for best results

The following optional steps are recommended to get the most of the service:

4A) Ask your system administrator or web service provider to add a "CNAME record" to your DNS so that browserhelp.yourdomain.com points to "ret.browserhawk.com". Then in Step 3B link to the service using this host name, instead of "ret.browserhawk.com".

This enables you to: 1) get accurate results for the blocked cookies check under IE. Without this step, users on IE will have cookies detected as blocked, unless their privacy slider is on "low" which is not the default; 2) get accurate blocked pop-up checks for browsers specifically configured to allow pop-ups from your site; and 3) use your own root host name in the link, which some organizations may prefer from an "image" standpoint.

4B) Add cyscape.com to your list of allowed senders (whitelist) or ask your mail administrator to do so. This will help ensure you receive important communications, such as emailed test results from your users, and announcements concerning new features, enhancements, and any important changes to the service.

4C) Because users can experience browser difficulties at any point on your site, it is most helpful to include a link to the BHTG service on every web page. You can easily do this by referencing the JavaScript library (from Step 3A) in your common page header, and including a link to the service in your common page footer.

Customizing the Tests and Styles

Although the BHTG Template Library is a useful starting point for the browser tests to include in your site, the real power with BHTG comes from the ability to customize the tests to fit your specific needs.

For instance, if you want to check for IE 6+, Firefox 2+, disabled cookies, a connection speed of at least 1Mbps, no popup blocker, Flash 9 or higher, and Acrobat 8 or higher, and you want to control the specific messages that are displayed based on these settings, you can easily create a custom test to do this, with no programming required. All that's needed is to define your "rules" in a XML formatted file, and upload this file to your account on the BHTG RET network.

Likewise BHTG enables you to completely customize the look and feel of the test results. Change the window size, fonts, colors, background, graphics, icons, table headings – everything! To do this you simply use an existing style sheet file (.css), modify it as desired, and upload it to your account on the BHTG RET network.

To upload custom tests or styles to the BHTG RET network, use your favorite FTP client and point it to ret.browserhawk.com as the FTP server name. Then log in using the username and password assigned to you.

Upload custom tests to the "tests" subfolder, and all custom styles to the "styles" subfolder. Note that you will only be able to upload files with a .xml extension (for custom tests) and files with a .css extension (for custom styles). Please take care to upload the files into the appropriate subfolder ("tests" or "styles") as the server will return access denied if you attempt to write files to the default directory your FTP client logs you into.

To use your custom test, specify customtest=xxx (instead of test=xxx), where xxx is the name of the XML test file you uploaded. Likewise to use your custom style, specify customstyle=xxx (instead of style=xxx) where xxx is the name of the CSS style sheet file you uploaded.

Example:

Assume you created a custom test in a file called myspecialtest.xml, and a custom style in a file called myspecialstyle.css. To link to this you would use code such as this:

```
<a href="http://ret.browserhawk.com/bhtg/ret/browsercheck.aspx?acct=myacct&customtest=myspecialtest&customstyle=myspecialstyle&TB_iframe=true&height=400&width=550" title="Onis Webdesign Browser Check" border="0" class="thickbox">Common test with default style</a>
```

Tip: For a listing of all available properties to choose from see <http://www.cyscape.com/showbrow.aspx> .

Tip: For detailed information on how to create XML rule files and its syntax, see the RET Users Guide at <http://www.cyscape.com/download/RETUsersGuide.pdf>

Appendix A – Test Your BHTG RET Account

To quickly test that your BHTG RET account is configured and working properly, simply copy and paste the text below and place it on your web server.

Note that you must change the xxx below to match your Account ID, as discussed in Step 3B above. You may also change "ret.browserhawk.com" below to "browserhelp.yourdomain.com" if the DNS change is completed per step 4A.

Also note that you can only link to the BHTG RET service from web pages that reside within your Authorized Domains that you registered for use with the service. You can, however, also use it from web pages that run with a host name of "localhost" or "127.0.0.1", as is commonly done from development and testing machines.

[test.htm]

```
<html>
<head>
<script type="text/javascript" src="http://lib.browserhawk.com/bhtg/bhawkret.js?acct=xxx "></script>
<title>BHTG RET Test Page</title>
</head>
<body>
The following links are useful for checking your BHTG RET configuration: <p></p>
<a
href="http://ret.browserhawk.com/bhtg/ret/browsercheck.aspx?acct=xxx&test=free_testa2&TB_iframe=true&height=400&width=550" title="Title for My Browser Checker" border="0" class="thickbox">TEST ME!</a>
</body>
</html>
```

Tip: Make sure the links above are copied and pasted without line breaks.